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# USSR Report

CONSUMER GOODS AND DOMESTIC TRADE

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24 September 1984

# USSR REPORT

## CONSUMER GOODS AND DOMESTIC TRADE

### CONTENTS

#### CONSUMER GOODS PRODUCTION AND DISTRIBUTION

Estonian Consumer Goods Chief on Sectoral Growth (Ya. Allmere; SOVETSKAYA ESTONIYA, 29 Jun 84).....	1
Expensive Goods Abundant, Inexpensive Goods in Short Supply (V. Romanyuk; IZVESTIYA, 2 Apr 84).....	6
Defective Toys Injure Children, Strict Safety Standards Needed (V. Stan; SOVETSKAYA KUL'TURA, 5 May 84).....	11

#### HOUSING AND PERSONAL SERVICES

Housing, Municipal Services Problems in 1983, Plans for 1984 (ZHILISHCHNOYE I KOMMUNAL'NOYE KHOZYAYSTVO, No 4, Apr 84).....	14
Prefabricated Housing Built in 1960's Needs Extensive Repair (V.A. Barankov; ZHILISHCHNOYE I KOMMUNAL'NOYE KHOZYAYSTVO, No 4, Apr 84).....	20
Plastic Plumbing Causes Problems for Apartment Dwellers (V. Sudzhyus; SOVETSKAYA LITVA, 29 Mar 84).....	23
Moscow Official Responds to Telephone Service Complaints (V.F. Vasil'yev Interview; MOSKOVSKAYA PRAVDA, 8 Jul 84)..	27

#### CONSUMER SECTOR POLICY AND ECONOMICS

RSFSR Consumer Services Minister Dudenkov on Economic Trends (I. Dudenkov; SOVETY NARODNYKH DEPUTATOV, No 5, May 84)...	31
Tsentrosoyuz Meeting Discusses Tasks of Cooperatives (SOVETSKAYA TORGOVLYA, 9, 12 Jun 84).....	41
Kapitenov, Bodyul Participation Details of Session	

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### ESTONIAN CONSUMER GOODS CHIEF ON SECTORAL GROWTH

Tallinn SOVETSKAYA ESTONIYA in Russian 29 Jun 84 p 2

[Article by Ya. Allmere, chief of the Department of Light Industry and Consumer Goods of the Central Committee of the Communist Party of Estonia: "The Criterion: Excellent Quality, Mass Demand"]

[Text] In the decisions of the 26th CPSU Congress, the subsequent Plenums of the Central Committee of the party, and the speeches of the general secretary of the CPSU Central Committee, comrade K. U. Chernenko, the task has been set to increase in every conceivable way the output of consumer products and to be constantly concerned with the fullest satisfaction of the material and spiritual needs of the Soviet people.

In April 1983, the Plenum of the Central Committee of the Communist Party of Estonia discussed the question of the organizational and political work of the party organizations of the republic with respect to the further increase of production, the expansion of the assortment and the increase of the quality of consumer goods in the light of the demands of the 26th CPSU Congress.

Today all ministries, departments, and practically all associations and enterprises located on the territory of the republic and independent of departmental subordination are taking part in the production of goods for the population. During five months of the current year, mass consumer goods in the amount of 60.4 million rubles were produced in excess of the plan.

There is a noticeable strengthening of the material-technical base of the enterprises producing these goods. A priority complex of a leather plant has been introduced in Narva, as well as a printing section of the Pyarnu Flax Combine, mechanical Shops of the ShPO [not further identified] imeni V. Klementi, and the bleaching shop of the Krengol'mskaya Manufaktura Combine.

But, since in recent times the republic has experienced difficulties with the sale of a number of products of light and local industry, and articles of social, cultural and everyday life, we have to talk about the problem of the shortage of articles in the presence of their de facto abundance. The point is that, first of all, the total quantity of goods and the saturation of the market with the necessary assortment are not the same at all, and, secondly, the consumption qualities of some goods are such that they are in low demand and they accumulate in the warehouses of the enterprises and the trade network.



For example, while the production plan was overfulfilled by enterprises of light industry with respect to cotton and wool fabrics, knitted goods and leather footwear, the growth rates for the delivery of these commodities to the trade decreased compared to 1982. In connection with this, the ministries and departments propose to lower the plan targets for 1984-1985 for a number of goods of prime necessity, with which the market today is saturated.

At the same time, the improvement of the structure of commodity resources is required for the stable fulfillment of the plan and supplemental tasks of the retail turnover of goods of the state and cooperative trade.

Certain work has been done in the republic in regard to increasing the quality of the production being produced: More than 1,000 designations of consumer goods have been marked with the honorary pentagon. And in the V. Klementi and Norma Associations, as well as in the Viysnurk Wood Processing Combine, more than half of the entire production is manufactured with the State Emblem of Quality.

As the result of the introduction of the integrated system of quality control, the production quality improved in the Salvo Factory for Plastic Products, in the Polimer [Polymer] Association, in the Vyrn Furniture Factory, and in the Il'marine Plant.

However, in spite of the measures that have been adopted, the problem of the quality of goods remains acute.

Beginning on 1 July a new procedure for the certification of production will come into force. The heads of ministries, departments and enterprises will have to devote the most careful attention to the study and introduction of these rules.

Apparently there are still significant problems in our structural policy and the mechanism of its introduction. We have learned well how to stimulate the volumes of production, especially the achievements in monetary terms. We also do a fairly good job of encouraging the increase of quality (pentagon). But everything goes to pot when the quality is raised and the production volume is increased for articles which the consumer does not need.

In 1983, basically because of insufficient demand, 38 kinds of sewed articles and 26 designations of footwear were discounted with the index "N". At the present time, a highly-effective medicine has been taken against this disease --the accounting of obligations with respect to deliveries. It cannot be said that this medicine "does not cure". But the Vol'ta Plant, the Estoifosforit Production Association, the Estonbyprom [Estonian Paper Industry] Production Association, the Kommunar [not further identified] Production Association, the Linda [not further identified] Combine, and the Bazar [not further identified] Production Association have still not been fully "cured".

The increase of volumes, the expansion of the assortment, and the increase of the quality of consumer goods being produced depend to a large extent on the development of the material-technical base of production and the more rapid

practical introduction of the achievements of science and technology. The work of the Technical Planning and Artistic Design Institute (PTKhKI) of the ESSR Ministry of Local Industry can serve as a good example.

The activity of this institute finds direct reflection in the results of the work of the entire system of local industry of the republic.

On 1 January 1984, the following operated in the enterprises of the ESSR Ministry of Local Industry: 51 continuously-mechanized and 60 automatic lines, 960 units of automatic and 14--of semi-automatic equipment not built in a line, 14 comprehensively mechanized shops and 39 production sectors. The level of the mechanization and automation of labor in the basic and auxiliary work operations constituted 55.6 percent (in the industry of the ESSR as a whole--36.1 percent). The proportion of workers employed in manual labor decreased from 47.4 percent in 1975 to 34.4 percent in 1983 (in the industry of the ESSR as a whole--37.1 percent).

The special design and technical office "Effekt", created in 1980 at the Institute, is in essence the only inter-industry assimilation organization. The maximum reduction of the period of time from the birth of an idea to its practical realization made it possible for the institute during 1981-1983 to increase the volumes of work being carried almost twofold. The guaranteed economic effect from the introduction of the developments increased from 901,000 rubles in 1981 to 1.7 million rubles in 1983. In so doing, the number of the staff increased only by 8 people.

Of the 410 quality standards operating in the republic, 53 were developed in the PTKhKI. For successful work and the introduction of integrated systems of quality control in production, the Institute was honored with the diploma of the Exhibition of Achievements of the National Economy of the USSR and a silver medal.

The enterprises of the ESSR Ministry of Local Industry produce more than 3,500 designations of products, the basic part of which is accounted for by consumer goods. The developments of the institute, which are realized in close contact with the enterprises, the introduction of new technological processes, and the careful study of the market conditions secure the annual renewal of one-fourth of these goods. The experience of the work of the institute has received a high assessment in the Central Committee of the Communist Party of Estonia and was recommended to other departments.

Let us remember, however, that 60 percent of the industrial consumer goods in the republic are produced by the Ministry of Light Industry. The plan for the output of these goods in 1983 was fulfilled by the Ministry to the extent of 106.6 percent and the growth rate constitutes 103.7 percent. During the 3 years of the 11th Five-Year-Plan, the tasks with respect to the volume of industrial production and with respect to the basic products list in physical terms were fulfilled, but the plan for the sale of production, taking into account the execution of the obligations for deliveries, was fulfilled by the Ministry to the extent of 99.8 percent (of 23 enterprises of the system, 21 fully, to the extent of 100 percent, fulfilled this indicator). The trading

organizations received consumer goods valued at 58 million rubles in retail prices above the plan.

The ESSR Ministry of Light Industry is systematically carrying out measures for the reconstruction and technical reequipment of shops, sectors and enterprises. In so doing, it is exceedingly important that the output of consumer goods increases without an increase in the number of workers. Compared to 1980, the number of the industrial production personnel in this sector declined by more than 500 people, but the volumes of industrial production increased by 67 million rubles.

A comprehensive economic experiment is being prepared in the system of the Ministry of Light Industry: It is planned to bring about a radical change in the structure of the Ministry and to include in the composition of the complex supply organizations, as well as enterprises of industry and trade. In addition to the function of production, the Ministry of Light Industry also assumes the responsibility of the sale of production, i. e., directly for the satisfaction of the demand of the population.

A constant search is going on in the republic for ways of increasing the production, assortment expansion, and quality improvement of consumer goods. On the initiative of the communists in the enterprises, reconstruction and technical reequipment are being carried out, advanced experience and brigade forms of labor organization and stimulation are being introduced, technological and labor discipline is being strengthened, and personnel skills are being improved.

The Central Committee of the Communist Party of Estonia has approved the increased socialist obligations for 1984-1985 of the collectives of the Kren-gol'mskaya Manufaktura Cotton Combine, the Marat Association, the Byru Furniture Factory, the Tallinn Sewing Production Association imeni V. Klementi, and the Norma Production Association, which supported the initiative of the advanced collectives of the country with respect to the development of socialist competition for increasing the output of high-quality consumer goods. The socialist obligations are characterized by the clear aim of these collectives to fulfill high quality indicators.

Thus, the Sewing Association imeni V. Klementi obligated itself to renew every year no less than 68 percent of the production being turned out, the Vyru furniture workers--to bring the production of articles of the highest quality to 72 percent of the total production output by the end of the five-year-plan, and the Krengol'mskaya Manufaktura textile workers--to produce 22 million square meters of high-quality cotton fabric above the five-year-plan targets.

The results of the work in the first half of 1984 show that the socialist obligations that have been adopted are being successfully realized. The number of outstanding production workers, who have already overfulfilled their five-year-plan targets, is growing. These are, for example, the seamstress and motor mechanic of the Association imeni V. Klementi, E. Maksimova, the weaver of the Baltiyskaya Manufaktura Combine, V. Murav'eva, and the blank operator of the Tartu Sangar Sewing Factory, M. Oyaste.

Any advanced undertaking brings good results only if it is given the requisite attention on the part of the party committees and primary party organizations.

For example, the Vyrutskom of the Communist Party of Estonia constantly orients the enterprises of the rayon towards the further increase of the production of consumer goods through technical reequipment and reconstruction. The reconstruction of the Vyrutsk Furniture Factory, the Vyrutsk Shoe Factory of the Tartu Leather and Footwear Combine, the Vyrutsk Plant, etc. has been carried out.

A good example with respect to the output of consumer goods in the rayon is given by the Vyrutsk [Vyrutsk Instrument] Production Association imeni A. Veymer, where the primary party organization is carrying out control of the development, introduction and manufacture of goods. The party buro periodically hears reports of the communists and production managers and brings these questions for discussion at party meetings. The growth rate of the production of consumer goods in the 11th Five-Year-Plan constitutes 180 percent here.

Positive experience has been accumulated in the Morskoy Rayispolkom of the city of Tallinn, where groups of deputies are studying the possibilities of enterprises with respect to the production of consumer goods and are securing their output.

For example, the deputies ascertained that at the Mekhis Experimental Combine poor use is being made of good production waste. Now children's toys are made from these wastes, for which there is a great demand in our republic.

The Estonian Republic Council of Trade Unions has begun to keep strict watch over the output of consumer goods. A representative commission has been created under the presidium of the council: Its composition includes the chairmen of the republic trade union committees, ESSR Gosplan workers, the Ministry of Trade, and the ESSR State Committee of Standards. The committee is headed by N. Yuganson, member of the Buro of the Central Committee of the Communist Party of Estonia and chairman of the Trade Union Council.

The Central Committee of the Komsomol of Estonia has assumed the patronage of the organization of socialist competition between the Komsomol-Youth brigades of the Tallinn House of Trade and the Tallinn Sewing Production Association imeni V. Klementi. The competition is being conducted under the slogan: "Well Made--Well Sold". This useful undertaking of the Central Committee of the Komsomol of Estonia is conducive to the unification of the efforts of production and trade with respect to the saturation of the market of the republic with modern clothes for young people.

A new manifestation of the concern of the party for the growth of the well-being of the Soviet people is the development of the Integrated Program for the Development of the Production of Consumer Goods and the System of Services for 1986-2000. The program provides concrete measures aimed at a significant increase of production, the expansion and practical renewal of the assortment, and the increase in the quality of consumer goods.

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## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### EXPENSIVE GOODS ABUNDANT, INEXPENSIVE GOODS IN SHORT SUPPLY

Moscow IZVESTIYA in Russian 2 Apr 84 p 2

[Article by V. Romanyuk, economic observer of IZVESTIYA in the column "Thoughts on Letters": "About Inexpensive Goods"]

[Text] Fewer goods that are both stylish and inexpensive are being offered for sale than previously--this is what many readers believe who responded to the articles "Little-respected Cabinet" (No 340/341, 1983) and "This Stylish and Inexpensive Suit" (No 32/33, 1984). Customers do not want to get into a situation of manufacturing and commercial enterprises for which more expensive goods are often especially attractive.

"Manufacture at high cost, sell at a high price"--this principle still persists in some places. N. Komplotov, a service worker from Tula Oblast, shared his grief. He has been unsuccessfully seeking a kitchen cabinet for a small kitchen with a table and a few chairs. Instead of this, he has been offered everywhere a large-sized kitchen set. The problem is not even the price; the furniture does not fit into the room. Price, however, can also be a problem, Muscovite Z. Delova, a secretary-typist, thinks. She writes, "It has become very difficult for a person with a modest income to furnish an apartment with the necessities, not to speak of doing it with taste."

Specialists assert that a yearning for the past in society has given birth to a new direction in style in the furniture industry--"retro." A number of IZVESTIYA readers also have praised old things, but for another reason: they were usually of good quality, were comfortable and also relatively inexpensive. P. Barabanov, a resident of Privolzhsk in Ivanovo Oblast told about an ordinary chair which he bought 2 decades ago for 7 rubles. Nowadays, inexpensive chairs are not shipped here, and it is necessary to pay twice as much for one.

"Really, do these miracles only happen with furniture?" writes B. Voskresenskiy from Kalinin, a military veteran and an experienced worker. "Very expensive radio-phonographs, tape recorders and other sound systems fill the counters. Provided in large numbers and possessing extremely great sound capabilities, they are intended more to fill the city square with sound than to fill an apartment. On the other hand, comparatively inexpensive record players and



radios are just about unavailable for sale. Transistorized items are put out, but their sound production is of lower quality, and the battery supply in the shops is irregular."

Readers note with grief: more expensive goods, as a rule, are available, while the less expensive goods are not. It happens that items are not what one would expect them to be: a buffet is "puffed" to the size of a wall, and an ordinary chair tends to grow to the size of an armchair. The 55-ruble chair perfected by the Fifth Moscow Furniture Association, can be said to hold the record. It is harmoniously made of a finely-moulded imported elements and finished with fine fabric. Usually a family acquires 4-6 chairs. However, at these prices one wonders whether it would not be better to get by with old furniture.

N. Glushkov, Chairman of the USSR State Committee for Prices in answer to the article "Little-respected cabinet" explained that domestically produced furniture is sold retail according to two price lists, the first for everyday furniture and the other for higher quality furniture. In the first category we are talking about the use of very simple construction, inexpensive facing materials and decorative elements of polymer, in the second--components of artistic ornamentation and facing only of natural woods. With introduction of the price list, it was noted in the answer, the lack of price coordination for products with identical quality indicators and consumer characteristics was eliminated, and the unprofitability or low profitability of certain products was done away with.

We will say done away with and then some. The profitability of furniture at enterprises of the USSR Ministry of the Timber, Pulp and Paper and Wood Processing Industry as early as 1982 was 25.1 percent, above the standard of 16.5 percent. It is clear that the current retail prices ensure an increased economic incentive for the production of all types of furniture, including that for the mass market. For example, the Maikop "Druzhba" Association has been producing chairs priced at 5 rubles 80 kopecks and 7 rubles 20 kopecks with corresponding profitability of 19.3 percent and 23 percent. However, in general the tendency "to wash away" inexpensive furniture persists: over the last 3 years the increase in production cost has almost tripled the increase in output.

At a recent joint meeting of the commissions on consumer goods and on trade boards of the USSR Supreme Soviet the following facts were presented: In the Ivanovo Oblast production of individual furniture products expressed in cost grew 1.5, 2 and even 3 times faster than production in pieces. At the Kharkovdrev group the output of kitchen stools grew 5.4 times in pieces and 9.1 times in money.

There were special words about children's furniture. In his answer N. Glushkov said that price setting bodies when decreeing prices for children's goods including furniture strive to maintain stability in retail prices. The Ministry of Timber, Pulp and Paper, and Wood Processing Industry (Minlesbumprom) includes children's chairs, beds and tables in the group of products of basic necessity. It would seem that there should be special control over their production. However, there is usually a limited variety of

them on sale, and most often they are in the higher price category. Effective price limits, in effect, do not exist. Only after the IZVESTIYA article about the reduction of the production of inexpensive furniture was the ministry's branch institute asked to define the necessary variety of such products, develop a method for planning and to give recommendations about production volumes. Really, was it necessary to wait for the newspaper article to do this!?

At the present time the State Committee for Prices along with Minlesbumprom is working on the design of a new pricelist for domestic everyday furniture "so that retail prices for furniture to the greatest extent possible gave incentive to the production enterprises to broaden and update their variety of products...." What will come of this--the higher the retail price, the better the incentive? In this vein the indicator of standard-finished product goes in this direction at times: the higher the labor consumption (more carving, inlay or bas-relief), the better for the plan.

The price of a product is an important instrument to stimulate the development of variety in products needed by people. Why does it not always operate in the interest of the consumer? Fabrics get more expensive, and that means so do suits made of them. Practically speaking, men's suits under 70 rubles and women's suits under 80 rubles have left the available variety of suits, although 12 years ago every fifth suit was in this group. The lack of variety, this time in price also, has led to a situation in which even though the demand for woolen suits is not being completely filled, suit fabrics are being put in reserve. About half of the supplies of unmarketable and "stale" goods are needed to close the gap.

What displeases the customer? Of course, the slow updating of models and styles, and of fabric types. Price is also one of the things. Who wants to pay more for something if its finish and style are not better? The customer, if he is looking for a dressy item, is ready to overpay for novelty or stylishness, improved trim, more time-consuming labor. But what if the functional qualities of a product interest him most of all? He has a right to count on freedom of choice.

We have common prices for shoes. Therefore, nowadays a fast growing youth often has to pay 40 rubles and more for shoes. There would not be a problem if a clear-cut price group of shoes with a sufficiently wide size range were set aside for school-age children. In outer wear for school children the price barrier is conventionally set at size 44. But what happens when a school child needs a jumper or dress in size 46 or 48? (Young people now grow fast). It is necessary to pay 30 percent more for it.

"It is a big problem to buy a shirt for 6-7 rubles," writes I. Gramotov from Vyksy in Gorkiy Oblast. "Store departments are full of shirts for 18-20 rubles. Tea spoons for 60-80 kopecks have disappeared; now spoons for 2-3 rubles appear all over, and dishes have to have a golden border." "Basic necessity goods must be priced so they are accessible to all," Kiev resident N. Nemoy continues. Reader I. Baklanov from Simferopol' shared his observations on the paradoxes of pricing: cotton socks which formerly cost 55 kopecks a pair now are sold for 1 ruble 50 kopecks because they

are now decorated with an insignificant design. It is clear that all this is in accordance with the price list. It seems that there is enough china dishware; however, it is not always possible to buy a tea pot separately--if one wants one, he or she must buy a whole service.

Of course, most of us prefer to buy an inexpensive but stylish and attractive suit and to furnish an apartment without going into debt. However, in the reader mail there are letters of a completely different type. In them there are complaints that it is no less difficult to buy an expensive item. Is this a paradox? No, this concerns the fact that the variety of goods offered for sale is often narrow. Neither customers with modest incomes nor those well fixed have much to choose from. Besides an everyday suit, a person needs a dressy one. However, here it seems grief often awaits. "For 2 years now," writes an economist from Riga, N. Lifshits, "I have been unable to buy myself a decent, or let's say even an expensive suit. Our clothes makers sew with dull-colored materials." Metallurgist V. Nikitin from Chelyabinsk wrote about this also. It is a fact that the shortages have become acute at the two poles; we perceive shortages of the least expensive and most expensive goods. As a matter of fact, many factories just do not produce higher class suits, "threes" with a price of over 200 rubles, although in many cases customers are ready to pay a premium just to get something really stylish and beautiful.

The more the market is saturated with goods, the more choosy customers become; this is the way it should be. Here is what A. Savelyeva from Arkhangel'sk wrote in this regard: "Not everyone can buy expensive things, whether it be a coat, a suit or boots. However, no one wants to buy just what happens to be in the store. Take a look at what fills the stores: wasted fabric, and often wasted senselessly. These goods will not entice the customer at any price."

Whether goods are expensive or inexpensive, they do not have to be second class. Customers reject poor goods regardless of price. L. Shcherbinina from Cherkassa shared her grief. She sought an inexpensive but stylish suit for her husky son. Her search was unsuccessful. She then wanted at least to buy a dressy jacket but she was unable to pick one out. Pensioner T. Yurina from Kishinev reminds us of the needs of soldier people; there are no velveteen dressing-gowns, coats with inexpensive collars, men's flannel pyjamas and soft footwear for sale....

Several specialists see the solution of the problem in a plan for each enterprise in which "price groups" for goods would be established which defined the output of one or another product and the raw material used to make it. It is proposed to exclude from this production output the cost of expensive goods manufactured over and above trade orders--really this is usually done at the expense of reducing the variety of inexpensive goods. In the formulation of the plans the role of wholesale fairs must be strengthened. It is precisely at these fairs that supply and demand, as they are called, meet face to face. A briefcase full of orders is assembled, and industry capabilities are determined precisely. It would be logical to establish a production plan on the basis of the variety of items sold



with special attention paid to the quality of the goods. Raw material limits for the variety of goods sold must also be made conspicuous. Now, at the outset raw materials are allotted, then the plan is put together and after this the goods are brought to market. It is not always clear how to fill gaps in the plan which arise because some of the goods are rejected by the market.

Reader T. Iyazaliyev from Frunze expresses alarm about the moral costs of "consumerism," which ignites the consumer stir. Many readers consider it necessary to devote primary attention to the manufacture of goods which help more rationally organize everyday life, that satisfy intelligent demands, and most of all, that educate them.

In the final analysis, letter writers to IZVESTIYA are agitating for the increased supply of quality goods and affordable goods. Millions of customers are waiting for this.

8750

CSO: 1827/218

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### DEFECTIVE TOYS INJURE CHILDREN, STRICT SAFETY STANDARDS NEEDED

Moscow SOVETSKAYA KUL'TURA in Russian 5 May 84 p 3

/Article by V. Stan, chief, Adolescent and Children's Hygiene Scientific Research Institute, RSFSR Ministry of Health: "Caution-Child!"

/Text/ The editors subjected a number of problems associated with the commercial toy industry to the judgment of the readers in an article by E. Minskin published 17 March of this year. The most significant problems are poor variety, low quality and disorganization on the part of the manufacturers of this consumer item.

Toy industry representatives and designer I. Manukhin already voiced their opinions on this subject in SOVETSKAYA KUL'TURA. S. Shmakov has written upon the pedagogic aspect of toys and games. Today we publish the comments of a medical expert.

It would be stretching the truth to say that children's toys constitute a medical crisis. This is not true. But I can certainly also say that there are no grounds for complacency. We still encounter toys whose design or materials do not meet safety standards. What is wrong here?

This situation is largely dependent upon the raw material and the product primarily produced by the manufacturer. More than 900 enterprises representing 64 ministries and departments manufacture toys in this nation. The toy is only a subsidiary product at most of them (since there are only 40 factories that exclusively produce toys). Raw materials taken from primary production scrap are utilized in the manufacture of the toys. And, unfortunately, this is where the trouble lies.

In addition, there are still no universal production standards or manufacturing ethic for the toy industry. All of this can even encourage the introduction onto the consumer market of products that not only do not meet basic hygienic, pedagogic and esthetic requirements, but even occasionally pose a threat to the child's health.

Some of the toys of the "Iskra" factory are disturbing to those of us in the medical profession. Their penguin, for example, emits such a raucous, teeth-gnashing and just plain loud noise that it is capable of frightening adults as well as children. The "Teremok" toy from the Saratov Factory emits a pungent, unpleasant odor, and has sharp cutting edges. Paint comes off of the toy onto the hands when it is grasped. Unfortunately, these are not isolated instances. We can censure other specialized toy enterprises, such as the Bakin Factory, the "Siberian Toy" factory, and the "Ogonek" plant.

The arsenal of toys on the market every year grows larger. The variety of raw and finished materials from which they are produced is constantly expanding. This is largely the result of the introduction of plastics, which feature a wide variety of colors, low weight, high strength and elasticity, and recycling ease. Plastics generally possess a smooth surface, and thus do not soil easily, and are easy to wash and clean. These features enable polymers to not only compete with, but also completely replace certain traditional materials such as wood, metal and fabric.

However, it should not be forgotten that the application of polymers upon which insufficient research has been conducted may introduce a threat to the health of children. In order to exclude this situation, a careful and comprehensive study must be made of such materials, and of the raw materials from which they are constituted, since they are remelted, a process which can essentially alter the initial beneficial properties of the polymers. And yet several enterprises utilizing primary production scrap employ exactly this recycled secondary remelted plastic for toy production, not suspecting that it may emit toxic substances.

Unfortunately, children's toys can be dangerous for other reasons: the presence of piercing and cutting surfaces, and inflammability, where they can thus become the cause of irreparable injury. This is why strict safety standards are required for the manufacture of toys which would assure a high level of safety.

A state standard "Toys. Safety requirements and testing methods" has recently been implemented. This GOST pertains to all children's playthings and establishes sanitary-hygienic requirements for the materials, design, and testing methods that provide for the safety of toys and improve their quality.

The observance of requirements and instructions is still not enough. Parents, teachers, and educators of children's collectives must direct their attention to what age category a toy is intended. A toy that is beyond the physical and mental skills of a child must not be left in his hands. Pedagogic methodologies would serve as an immense aid in the selection of playthings for children of various age groups. Unfortunately, no such methodologies have been developed to the present, although they have been discussed for many years.

Special care must be taken in the manufacture, selection or purchase of toys for infants and toddlers. This is associated with the fact that children of this age will put anything given to them into their mouth. Here the factory must assure the complete durability of colors utilized in toy manufacture. However, unfortunately, a major cause for the failure of certain toys to meet

hygienic standards is precisely insufficient coating durability. The solution of this problem depends not so much on the ministries and departments responsible for the manufacture of toys as on the chemical industry ministries. It is the laboratory and enterprise technicians of this ministry who are responsible for the creation of colors which will meet the sanitary-hygienic standards applied to toys.

A no less serious problem is associated with the inflammability of toys, especially soft and stuffed toys, produced from various kinds of synthetic materials. A task of great responsibility stands before the specialists who create materials for toys: the inception of nonflammable, nontoxic raw materials.

An integrated approach to the selection and utilization of raw and finished materials, and thus the qualities of the toys that will expand their variety while assuring safety and hygiene is requisite. The coordination of the efforts of many enterprises and departments is needed to assure that toys will be attractive, useful, modern and absolutely safe for the child.

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## HOUSING AND PERSONAL SERVICES

### HOUSING, MUNICIPAL SERVICES PROBLEMS IN 1983, PLANS FOR 1984

Moscow ZHILISHCHNOYE I KOMMUNAL'NOYE KHOZYAYSTVO in Russian No 4, Apr 84 pp 2-3

/Article: "Set up the Work"/

/Text/ Putting into practice the decisions of the 26th CPSU Congress and the November (1982) and June (1983) plenums of the CPSU Central Committee and having developed mass socialist competition, the toilers of RSFSR housing and municipal services ensured the continued development of their industry in the 3rd year of the 5-Year Plan.

The 1983 plan for the overall volume of services, operations, and production was fulfilled 101.3 percent and compared to 1982 the increase amounted to 4.5 percent as a whole. Maintenance and repair of the housing fund improved somewhat, the allocations designated for the civic improvement of cities and worker settlements were assimilated, the volume of the supplying of gas increased, many municipal services for the public began to work better, and the number of collectives not coping with the plan decreased. Targets established for the output of industrial products and the growth of labor productivity were realized, and the working conditions for more than 40,000 men improved. Preparation for putting a set of measures into effect to improve the planning of the sectors of the industry and their management was continued.

At the same time the collegium of the RSFSR Minzhilkomkhoz /Ministry of Housing and Municipal Services/ and the presidium of the trade union Central Committee noted during a discussion of last year's results that serious shortcomings in the work of many enterprises and organizations still have not been eliminated. Interruptions in the operation of city electrical transport and heating and power enterprises are being allowed. Around 600 collectives of the housing and municipal services industry did not fulfill the annual plan for individual indicators. As a result, services were 23 million rubles short. The yield on capital is increasing extremely slowly: producer goods and capacities are not being used fully. The enterprises under republic control are utilized only 85 percent and laundries--60.5 percent.

Every 20th enterprise did not fulfill its assignment to reduce fuel and electrical energy expenditures. The housing and municipal services administrations of the Novosibirsk, Ivanovo, Kurgan, Chelyabinsk oblispolkoms allowed an especially large overexpenditure of these resources. During a general shortage of physical resources, their wasteful use and illegal distribution to outside organizations are being allowed.

One-fourth of the organizations of Rosglaremstroy /RSFSR Main Administration for Construction and Repair Work/ did not cope with the plan for contract work. The associations of Rosgazspetsstroy /expansion uncertain, possibly RSFSR Main Administration for Specialized Construction in the Gas Industry/ by far did not fulfill the state target for putting gas branch pipeline into operation.

The plan for capital repair of the housing of local Soviets in the Buryat and Karelian ASSR in Gorkiy, Voronezh, Kursk, and other oblasts was not fulfilled. The consolidation of the housing fund in the structure of the organizations of the local Soviets is being carried out with a great delay from the established targets.

The mechanization of difficult manual labor is being carried out slowly. In the system of the ministry as a whole almost half of the volume of work is being performed by hand. At the same time scientific-technical work is poorly concentrated on resolving the very important tasks of increasing mechanization, easing manual labor, and introducing the achievements of scientific-technical progress. The managers of many ASSR Minzhilkomkhov's and housing and municipal services administrations of the kray- and oblispolkoms, main administrations and enterprises are not showing the necessary persistence in introducing new scientific-technical developments and technological processes into production.

The main administration and administrations of the ministry, and local housing and municipal services agencies still are not devoting the necessary attention to the protection of the environment. Projects for sewage treatment installations have not been made fully operational and the operation of many of them is on a low level, the elimination of small coal boilers which contaminate the cities' air supply is being carried out slowly, and water resources are being used inefficiently.

There are also many unresolved problems in the social sphere. The housing and municipal services and trade union agencies of Bashkir ASSR, North Isetian ASSR, Krasnodar and Khabarovsk krais, and Kursk, Kirov, Vladimir, Omsk, and Rostov oblasts have not taken effective measures to improve working conditions and allowed an increase in the number of cases of severe injury in 1983. In many enterprises labor safety measures still have not become an integral, constituent part of production.

From what has been said, it is clear how great our reserves are. The most important professional and civic duty of the managers, trade union activists, and all laborers of the housing and municipal services sphere now lies in the following: to eliminate bottlenecks and to put into operation all possibilities for the successful fulfillment of plan targets and socialist obligations. It is precisely this which the decisions of the December (1983) and February (1984) plenums of the CPSU Central Committee invite us to accomplish.

In every labor collective it is necessary to carry out specific, fundamentally sound measures to raise labor productivity 1.00 percent and lower production costs 0.05 percent above the plan. Because of this, an additional increase in the volume of work, services, and output amounting to 200 million rubles, is to be secured in the system as a whole, and 23 million rubles in profits above the plan is to be obtained.

General distribution of advanced experience is an important reserve for increasing labor productivity and raising production efficiency. We have in mind primarily the brigade contract, the Orel method of continuous planning and flow line construction, the work experience of the collectives of the Novosibirsk City Housing Repair Administration for their work organization charts, the Sverdlovsk Special Motor Vehicle Base--for accelerating the collection and removal of household wastes, the Kazakh TTU /Streetcar and Bus Administration/--for accelerating the repair of rolling stock through an increase in the shift operation of equipment and advanced technology, the Moscow and Leningrad laundry factories--to accelerate the processing of washing on orders from the population under the motto "Today is for Today."

A set of measures to increase the planning and financing of the development of housing and municipal services and their management is to be implemented. In particular it is necessary to complete preparation for the approval by the RSFSR Council of Ministers of a Plan (Okhema) for the Administration of the Housing and Municipal Services of Local Soviets and to introduce it during 1984-85.

With the goal of raising the efficiency and quality of work of the sector, jointly with the RSFSR Gosplan, RSFSR Gossnab, RSFSR Ministry of Finance, and local Soviet agencies, four autonomous republics, two krais, and six oblasts will begin an experiment to further improve the system of planning and financial indicators of the development of housing and municipal services, and of the centralized planning of maintenance operations, construction and repair production, capital construction and material-technical supply. An economic experiment for the improvement of the planning indicators of the operation of the water supply and sewer and heat and power systems in Bashkir ASSR and Moscow and Leningrad oblasts with the goal of lowering the wasteful expenditures of water, fuel, and power is being completed.

The Administration for Bookkeeping and Accounting, Glavvodokanal (Main Administration for Water Supply and Sewer Systems), GUPKO /Main Administration for Municipal Services Enterprises/, and local housing and municipal services agencies will conduct an experiment in three oblasts to introduce the normative method of the accounting of costs for the production of goods and services at enterprises of the water supply and sewer, and hotel systems.

It is necessary to ensure continued development of brigade forms of labor organization and stimulation, the introduction of cost accounting in brigades, and the strengthening of their role in the struggle for high productivity and efficient use of machinery and resources. At the same time it is necessary to see to the creation of the necessary conditions for the stable and highly-efficient work of brigades, their transfer to payment for a standardized job authorization according to end result, and distribution of the collective earnings using a labor participation coefficient.

It is necessary to persistently and purposefully continue work to accelerate scientific-technical progress and increase the technological level of production in all sectors of the housing and municipal services system. The basic directions of this work rightfully have to do with the problem of radically increasing the effective use of the production and scientific-technical potential of the

sector and of sharply increasing the organization of the capital-output ratio and the achievement of the planned level of labor intensiveness at each enterprise.

A great deal of work lies ahead for the Technical Administration, the main administration, the AKKh /Order of the Red Labor Banner Academy of Municipal Services imeni K. D. Panfilov/, other scientific-research and design organizations, and production enterprises. It is planned to introduce into production 85 kinds of machines, instruments, and means of mechanization, and to conditionally release about 35,000 men.

The Technical Administration and main administrations will ensure the introduction of a comprehensive system for the regulation of the quality of production, work, and services at 15 enterprises and in organizations.

Improvement in maintenance, an increase in the provision of services and utilities and the strengthening and development of the production base of the housing fund deserve special attention. For this purpose, in particular, no less than 70 percent of the housing fund of local soviets is to be transferred to the new management structure.

Acceptance of housing from enterprises and organizations of the ministries and departments will be extended. As a result, the level of concentration of the housing fund, taking into account the maintenance of houses by the ZhSK /Housing and Construction Cooperative/, will reach 46 percent.

The level of the provision of the housing fund of local soviets with central heating will rise to 91.6 percent; with hot water, to 70 percent; with running water, to 93 percent; with sewerage, to 92 percent; and with gas and with electric stoves, to 94 percent.

It is planned to develop uniform territorial plans for the capital repair of the housing fund irrespective of its departmental affiliation.

With the goal of increasing the tempo and quality of supplying gas to populated areas, it is planned to develop and examine in the collegium, jointly with representatives of USSR Gosplan, RSFSR Gosplan, Mingazprom /Ministry of the Gas Industry/ and other ministries a Plan (okhema) for Supplying the Russian Federation with Gas until the Year 2000.

The workers of city electrical transportation systems propose to bring the coefficient of the use of rolling stock on work days: for streetcars up to 77 percent and for buses up to 76 percent; to reduce the coefficient of its return from the lines by 3 percent; and to insure strict observance of traffic schedules.

In the 4th year of the 5-Year Plan the continued development of a centralized heating supply for cities and other population points in strict accordance with established plans will be secured.



Strengthening of the work to protect the environment and efficiently use natural resources is provided for in the plan for measures for 1984. In particular, it is planned to secure the unconditional fulfillment of targets to put into operation 19 new sewage treatment plants with an overall capacity of 950,000 cubic meters of sewage per day and 604 km of sewer systems and to improve the work of existing treatment installations, due to which the volume of sewage treatment is to be raised from 72 to 74 percent, including biological treatment, from 61 to 64 percent.

Glavvodokanal and the local housing and municipal services agencies will establish strict monitoring over the expenditure of drinking water for the production needs of industrial enterprises and will decrease the distribution of water for these purposes by 7 million cubic meters. The elimination of more than 320 coal boilers and the conversion of more than 60 boilers to gas and other progressive kinds of fuel will contribute to the healthiness of the cities' air supply. The increase in newly-planted areas for public use in the cities (parks, squares, boulevards, and gardens) will amount to less than 1,000 hectares.

It is proposed to bring existing refuse plants in Vladimir and Vladivostok up to 70 percent of planned productivity, to essentially finish the construction of refuse plants in Pyatigorsk and Sochi, and introduce special rollers for compressing household wastes at the dump sites (poligon).

In doing their bit for the realization of the Food Program, the Minzhilkomkhoz's of the autonomous republics, the kray and oblast Uprzhilkomkhoz's /Main Administrations of Housing and Municipal Services/ and sector administrations, and enterprises and organizations under republic control are developing additional measures to create new and improve the use of existing subsidiary plots in order to bring the production of meat up to 2-3 kg per work per year and of vegetables up to 4-5 kg per worker per year during the Eleventh 5-Year Plan.

More than 500,000 tons of treated sewage sludge should be used for the needs of agriculture and subsidiary plots as organic fertilizer. It is expected to collect 110,000 more tons of food waste from the population than in 1983.

The Administration of Personnel and Educational Institutions and local housing and municipal services agencies will ensure an increase in the skills of 43,800 engineering-technical workers and will send 1,600 young specialists with higher education and 1,800 with a secondary technical education to enterprises and organization.

No less than 290,000 workers will raise their skills and 41,800 men will be trained as new working personnel. It is expected to increase sanitarium-dispensaries and recreation centers by 1,100 places, pioneer camps by 1,000 places, dining rooms and snack bars by 4,200 place settings, checkrooms by 34,300 places and streetcar and bus terminal stations by 16. Due to the construction of new and the basic improvement of the operation of existing social projects, working conditions will be improved for no less than 21,000 workers including 6,500 women.

It is necessary for the industry's management and trade union workers to take additional steps to prevent injuries, increase exactingness towards ensuring the safety of operations, and secure fulfillment of the comprehensive labor safety plans, collective agreements, and decisions of the collectives' general meetings.

Rightly they describe the housing and municipal services industry as an every day service. And this is understandable: the services of our industry cannot be accumulated or stockpiled for future use. At any moment they must be given "upon demand." From this it follows that good organization and order have a very direct connection with them. That is why there can be only one answer for the municipal employees to the party's appeal to strengthen planning, labor, and financial discipline: high quality of service and maintenance, maximum comfort for the population and prudent expenditure of material and technical, labor, and other resources.

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## HOUSING AND PERSONAL SERVICES

### PREFABRICATED HOUSING BUILT IN 1960'S NEEDS EXTENSIVE REPAIR

Moscow ZHILISHCHNOYE I KOMMUNAL'NOYE KHOZYAYSTVO in Russian No 4, Apr 84 p 31

/Article by V. A. Barankov, deputy minister of the Belorussian SSR Ministry of Housing and Municipal Services: "The Modernization and Repair of Dwellings"

/Text/ Along with new construction, capital repair is very significant under present conditions for resolving housing problems. Capital repair should not only prolong the period of use of dwellings and their structural elements, but should also achieve a definite social effect by raising the level of the provision of services and utilities and creating additional comfort for residents. Raising the level of the engineering services of dwellings and improving the layout of dwellings is simultaneously provided for in the decree of the USSR Supreme Soviet "On Measures for Further Improvement of the Operation and Repair of the Housing Fund."

Until very very recently special attention in the practice of capital repair in the Belorussian Republic had been given to the modernization of city dwellings remaining from prewar construction. As a rule, this means brick houses which are obsolete and have a lot of physical deterioration. The redesigning of apartments (taking into account the creating of opportunities for the settlement of each family) and equipping them with all kinds of engineering improvements is provided for. Here, it can be said, we have resolved the fundamental technical-engineering problems both during planning and while carrying out the repair work. The amounts of repair work for such houses in each city depends only on the material support and the capacities of the construction and repair organizations.

However, a new, important and complex problem has now developed in the republic concerning the repair of the completely prefabricated dwellings which were constructed in the early 1960's during the period of the development of industrial house building. This was the beginning of their mass construction, when the task of reducing the deficit of dwellings in a short time and of removing a large number of families from unimproved, temporary houses, barracks, cellars, and communal apartments was resolved. As is known, one could not manage the construction of the first large panel houses without certain costs: layout and structural shortcomings of the standard designs which considerably influence living conditions are characteristic of them. Many complaints about the inconvenient layout of apartments; the deterioration of balconies and cornice tiles;

freezing walls; and leaking seams, roofing and joints; the unsatisfactory quality of heat engineering and soundproofing and so forth have been received in local housing maintenance agencies.

Especially unfavorably conditions have developed in large-panel houses of the 1-355 series with an incomplete supporting frame. Over 17 to 20 years serious defects affecting both the supporting and enclosing structures have developed in them. For this reason the BSSR Ministry of Housing and Municipal Services approved a resolution in 1980 to carry out a complete instrumental inspection of all houses of this series in order to identify the technical condition and develop proposals for their modernization taking contemporary requirements for dwellings into account.

As a result of this inspection, a list of these houses by address has been compiled for the cities of the republic and representative houses have been selected for the carrying-out of capital repair and modernization. It has been determined that 514 houses of the series 1-335A with incomplete supporting framework and series 1-335 have been built. These houses have 40,378 apartments (with a total area of 2.171 million square meters). This includes 150 houses of the 1-335 series, which were built between 1961 and 1965, with 10,606 apartments (with a total area of 490,000 square meters). Basically these houses were built in Vitebsk, Minsk, and Mogilev.

The analysis of the technical condition of these houses verified the presence of serious physical defects. Restoration, reinforcement, or replacement of individual elements is required to eliminate these defects. This involves a great deal of expense and the solution of a number of complicated technical and organizational problems. Undoubtedly, expenditures to eliminate physical deterioration will not be justified without implementing the greatest possible and advisable modifications to eliminate their obsolescence; that is, the modernization of the apartments which, in turn, will lead to a considerable increase in the cost of their repair. Special complications develop during the modernization of the houses' sanitary engineering equipment, improvement of the layout of apartments, and other measures necessary to bring them up to the present level of standards of housing construction. All this has made us look for ways to modernize the indicated houses with due regard for eliminating obsolescence and physical deterioration with the least expenditures.

It is planned to carry out capital repair with the appropriate modernization of the apartments of the representative houses of the 1-335 series selected in Minsk, Vitebsk, and Monilev.

Depending on the structural peculiarities and the technical condition of the houses an examination of the various modifications for improving the layout structure of the apartments is provided for. Due regard is given to increasing the areas of the kitchen and entries, and the installation of separate lavatories with a minimum loss of living space and number of apartments. At the same time serious attention will be given to increasing the heat-engineering characteristics of the enclosing structures, improving the houses' soundproofing, equipping them with modern sanitary-engineering facilities and devices for the automation and control of heat supply systems, and to increasing the operational qualities of the houses.

It is already clear that the repair of completely fabricated houses will be complicated and will require an increase of the amounts of capital repair, and consequently, the enlistment of significant material-technical resources, the radical reorganization of construction-repair production, and the solution of a number of organizational, technical-engineering, and scientific problems. On the basis of the results of the experiment, uniform procedural recommendations for the inspection and diagnostics of the structure of completely prefabricated houses; a technical-economic evaluation of the effectiveness of the planned reconstruction measures and technology of construction and repair work; and creation of the appropriate production base for the construction and repair organizations.

In our opinion, the scientific-research and planning institutes of the USSR Gosstroy and the Gosstroy's of the union republics, and also the specialized organizations under whose jurisdiction the house-building plants and combines are, should be actively linked with the resolution of the important problem of the repair of completely prefabricated houses.

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## HOUSING AND PERSONAL SERVICES

### PLASTIC PLUMBING CAUSES PROBLEMS FOR APARTMENT DWELLERS

Vilnius SOVETSKAYA LITVA in Russian 29 Mar 84 p 2

/Article by V. Sudzhyus, chief of Gosstroyinspektisya /State Construction Inspectorate/ of the Lithuanian SSR Gosstroy: "Someone Else Is to Blame..."

/Text/ Many letters, in which new apartment dwellers correctly reproach those who have clouded their joy with construction defects, have been received in the editorial office. In stating their complaints, they frequently do not go deep into the causes and follow the elementary everyday logic that everything should be of high quality in a new apartment.

But then, beginning with the end of last year, the character of the mail began to change somewhat. More and more frequently we began to encounter complaints in the letters that the plumbing systems in the apartments, especially on the first floors were not operating. At that time the cause was identified with complete certainty: the use of plastic pipe instead of cast iron as before in the installation of the plumbing systems. The directors of several organizations where the editorial staff refers such letters for verification and the adoption of measures, give this very reason in their responses.

Unanimity in the evaluation of similar situations caused anxiety. The editorial staff requested the chief of the Gosstroyinspektisya /State Construction Inspectorate/ of the Lithuanian SSR Gosstroy V. Sudzhyus to familiarize himself with the mail on this matter and comment on it.

Indeed since builders started using plastic pipes, the complaints of new apartment dwellers about poorly-operating plumbing systems has become more frequent. They come not only to the editorial office, but also to us and probably even to other organizations. At times the matter is stated pointblank in the letters. For example, G. Gantarskis from Panevezhis writes, "We demand that plastic pipes be replaced with cast iron." In essence the same demand, only in a veiled form, is contained in the Trakayskiy Rayispolkom's response to the complaint of

the inhabitants of Lentvaris: "In the home...instead of cast iron interior plumbing systems plastic ones were installed. They are of poor quality and frequently go out of operation.

It is not necessary to explain how it is for people whose apartments are continually flooded by plumbing system waste. To bring this to an end, we should objectively and impartially examine the causes and absolutely eliminate them. Upon first glance a way out of this situation is evident: return to cast iron pipes--and everything will fall into place. But first of all, let me remind you, that 1 ton of plastic pipe replaces about 10 tons of cast iron pipe. Is it really possible with a light heart to give up such an opportunity for saving metal? Secondly, in many countries plastic is successfully used for the construction of plumbing systems. So the cause does not lie in the pipe itself, but in the method of use. After all, anything works correctly only if it is used with due regard for its physical and technical properties. Every housewife knows that you should not iron capron fabric with too hot an iron, otherwise nothing will be left of it.

Plastic also requires special treatment. Of course, it is not at all necessary for apartment dwellers to know these properties. It is quite different for the builders who install this plastic. For them such knowledge is a service responsibility--if not to say--a duty. First of all they should bear in mind that plastic has the ability to contract and expand under the influences of different temperatures. If you turn on the hot water faucet first, and then turn on the cold, the plastic plumbing stand pipe of a nine-story building will contract approximately 35 cm. Now let us imagine that the pipe is fastened only on the upper and lower floors. What will happen to it? It simply will break loose, forming a 35-cm gap.

To prevent this, each floor should have a "dead" support in which the pipe is securely mounted, and an expansion bell-shaped joint each where the smooth end of the pipe can freely slide up and down. The 35-cm contraction will be distributed evenly and will amount to approximately 4 cm per floor. Correctly done this expansion joint safely accepts the fluctuations in the length of the pipeline without breaking its solidity.

As a rule, sanitary engineers do not make the expansion joint sufficiently durable and the "dead" supports are even worse. The design of the latter is unreliable and the quality of execution careless. But if the pipeline slips in the "dead" support on some floor, then its elongations are added on the following floor which could cause the joint to be ruined. It is easy to check the quality of the "dead" support in your own apartment. To do this you must take down the panel which covers the plumbing stand pipe and make a mark with any bright paint by the upper brace of the pipe. If the section of unpainted pipe appears above or below the mark when there is a change in the temperature of the water passing through the pipe, it means the "dead" support is not fulfilling its purpose; the pipe is slipping in it and you can expect troubles.

Branch pipes, which extend from each plumbing stand pipe to the toilet bowl, basin, and other sanitation engineering equipment, should rise and fall together with the contracting and expanding stand pipe. To make this possible, they

should be installed 2-4 cm above the floor and the holes in the wall through which they pass should be open so that the branch pipes do not rub against the structural elements when they move and become damaged. A breakdown occurred exactly for this reason in the apartments of house No 10 on Riboyanta Street in Panevezhis where the branch pipes were rigidly walled in during the closing up of the concealed stand pipes. Each new apartment dweller can easily check the mobility of the branch pipes and call the sanitation engineers in advance to avoid "flooding."

But I will not abuse you with a list of the installation regulations--they are written in detail on the 65 pages of the "Instructions for the Design and Installation of Water Supply and Plumbing Systems made from Plastic Pipe" (SN /Construction Standards/ 478-480). Their main point amounts to ensuring normal deformation of the pipes and reliability of the joints. Why then are these regulations not carried out and what should be done to end such defective work?

At one time USSR Gosstroy developed designs for units and components, and the USSR Ministry of Installation and Special Construction Work developed instructions for the designing and installation of plastic pipe systems. It was proposed that the ministries and departments specify two variations for the plumbing system--one of cast iron and one of plastic components--for their plans for apartment houses and other buildings. However, it is necessary to recognize that the use of plastic in construction practice at present outstrips the development of the necessary documents. There are cases when the plastic piping is installed without appropriate plans. Such mechanical replacement of cast iron pipes with plastic ones without regard for the characteristics of the latter not only complicates the life of the new apartment dweller, but also unquestionably compromises this promising work. For this reason, the Ministry of Construction, the Ministry of Rural Construction, the Lithuanian Interkolkhoz Construction Organization, the gorispolkoms, and the rayispolkoms should not tolerate cases of installation of plumbing systems constructed of plastic pipes without the appropriate documents.

On the instructions of the republic Gosstroy, the design organizations, and above all the Institute for the Planning of Urban Construction, must complete development of the variations for a plumbing system of plastic pipes in the standard plans for apartment houses and social-domestic services building in the second quarter of the current year. The republic's Ministry of Construction should approve technical specifications for the production of components for plastic plumbing systems at sanitary engineering products plants in the near future.

But all these measures will not yield the desired result if the installation regulations are violated at the construction sites. To prevent this it is necessary to make step-by-step control stricter. After all, it is not secret that foremen and work superintendents still frequently accept completed work "in absentia," not having verified the quality of performance at the sites and allowing gross violations of normative requirements and even at times covering them up with a good appraisal.



It is also necessary to hold monitoring agencies more strictly accountable for quality of work. If an apartment is flooded it means that the client's technical supervision engineer carried out his obligations poorly, the construction laboratory dealt with the work carelessly, or the state construction control inspector showed intolerable indulgence. They all must know the installation regulations literally by heart and stipulate the basic requirements to the brigade foreman in advance and not allow any departure from the established procedure.

In conclusion, I would like to say that the sanitation engineers in number of cases have tried to explain the breakdowns and damages in the plastic systems by the low quality of the pipes and fittings. In principle this, of course, is not impossible; but so far not one case of poor quality pipes has been proven by laboratory tests. If such a case appears we should quickly submit the claims to the suppliers. Presently explaining a construction defect by the low quality of the plastic is, forgive me, shifting the blame to someone else.

12585

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## HOUSING AND PERSONAL SERVICES

### MOSCOW OFFICIAL RESPONDS TO TELEPHONE SERVICE COMPLAINTS

Moscow MOSKOVSKAYA PRAVDA in Russian 8 Jul 84 p 2

[Interview with V. F. Vasil'yev, chief, Moscow City Telephone Network, by I. Tsenina: "A Telephone For Each Family"]

[Text] Statistics confirm that today 80 out of 100 Moscow residents use private telephones in their apartments. But many Moscow residents have to wait years for one.

V. F. Vasil'yev, chief, Moscow City Telephone Network, comments on the mail of MOSKOVSKAYA PRAVDA.

[Question] The other day, for example, we received a letter from A. Stankevich, a resident of Sevastopolskiy Rayon. She has lived without a telephone for 12 years, and only now has Cheremushkinskiy Telephone Center allocated her a number. Our other author, A. Kinzhalov, has been on the waiting list at the Zhdanovskiy Telephone Center for 15 years. At the same time, it is known that new residents Yaseneva, Belyayeva, Mar'ina, Gol'yanova, and Veshnyakov-Vladychina have been provided with telephones rather quickly. How did such a situation come about in the city?

[Answer] You have touched on a sore subject for us. Really, years pass before a telephone rings in the apartments of many Moscow residents living on Rogozhskaya and Nizhegorodskaya streets, Entuziastov Highway, in Khimki-Khovrino, and in a number of other places. The reason is the absence of buildings for Automatic Telephone Station (ATS) installation. In the 11th Five-Year Plan, it has been planned to build 35 stations and to give the city 50,000 numbers in addition to the plan. We carried out an intricate sequence of operations to organize centers and to open a new numbering zone in Moscow. The Moscow City Ispolkom and the Ministry of Communications allocated much capital for this purpose. But, unfortunately, the Main Administration for Capital Construction and the Main Administration for Housing and Civil Construction in Moscow are not meeting their obligations. In 3 years of the 5-year plan period, 15 buildings have been built instead of the 21 planned. Last year, the Main Administration for Housing and Civil Construction in Moscow assimilated a little more than half of the 5.2 million rubles allocated for construction of ATS. Completion of this year's projects is in danger of not being accomplished.

[Question] Where are matters especially bad? Is it not out of place to remind the managers of the Main Administration for Housing and Civil Construction in Moscow of that.

[Answer] We have ordered equipment for an ATS in Lyublino; it is planned to introduce 20,000 numbers there. The building must be available for installation [of equipment] in the third quarter. However, the work is being carried out extremely slowly. The ATS construction on Khoroshevskoye Highway has not been started yet. The work on Elektrozavodskaya Street, where there is a very difficult situation with regard to the installation of telephones has come to a standstill. I bring your attention to the fact that this ATS building was in the plan of incomplete works for 1982 and 1983. Construction on the six-story station in Orekhovo-Borisovo has not started. There is a similar situation in 14 of this year's projects. Only Krylatskoye and Businovo are a pleasant exception.

[Question] What, in your opinion, must be undertaken in the situation that has come about? Is there hope for escaping from the breakdown?

[Answer] Of course, the builders and clients (the Administration for Cultural and Sport construction) have their objective difficulties. And yet the construction of ATS buildings is given little consideration. It is not appropriate to give prescriptions to builders: They know better how to organize the matter. But it is high time to carry out the projected plans and decisions adopted by party and soviet organs.

[Question] Some of the readers take offense at the Moscow City Telephone Network (MGTS) when they receive a refusal. E. Tkachenko, who lives on Khoroshevskoye Highway, wrote us twice. The Miuskiy Telephone Center did not try to find an opportunity to install a telephone for her despite the fact that she is a veteran of labor. Is the solution to her problem directly connected with the rates of ATS construction on Khoroshevskoye Highway?

[Answer] Yes, as soon as the station is built, Tkachenko's telephone will show up. But so far, I repeat, precisely this project is at a standstill. I must note, incidentally, that participants in the Great Patriotic War, Heroes of the Soviet Union, Heroes of Socialist Labor, bearers of the Order of Glory of the third degree, CPSU veterans with 50 years of party service, families with three or more young children, and first group invalids have the right to priority installation. Therefore, to the author of the letter sent by the editorial staff to MGTS, group two invalid A. Petrushenkov, who was put on the list at the end of 1981, we answer that there are priority people in his Apartment House No 41 on B. Filevskaya [Street], participants in the war among them. And we are obliged to provide them [with telephones] first of all. Kutuzovskiy Telephone Center installs telephones from occasionally freed numbers, the number of which is very limited. Petrushenkov will have a telephone after the starting-up of the ATS in 1985. As you see, we again return to the problem of construction.

[Question] However, it is not completely clear why such a wide gap exists in the sequence in which some wait three years for a telephone while others

wait for 3 5-year plan periods. It would be logical to concentrate efforts where the situation is more difficult.

[Answer] But that does not always work. At Taganka, we were not able to get a building for the ATS in that way. The area for construction at the necessary place is often not allocated at the proper time. For this reason, it was not possible to meet the requests at the Baumanskiy Center. Now we are hoping to put an ATS into operation on Prolomnaya Street at the end of the year...and to relieve at least part of the waiting list. On the other hand, when the equipment is received but the station is not ready, we are forced to install it in an already operating ATS. It goes without saying that the neighboring residents do not experience a need for telephones.

[Question] Many complaints are made by those who lost a telephone when they moved to a new residence. Letters of this kind are perhaps the most common. It seems unfair to former telephone subscribers who have to wait again for a long time for their hour.

[Answer] One can understand these people, who had previously been considered priority according to the rules for use of the telephone network. But this is also unfair: Other citizens waiting in line cannot receive a telephone at all at the present rate of people moving to new residences. Since 1 January 1977, people who have had telephones at their previous residence are provided with them on a general basis. Of course, a personal telephone can and must be moved within the framework of a single ATS when there are free lines in the cable. For example, Krasnogvardeyskiy Telephone Center did that for T. Abysova, who had moved from Sudostroitel'naya Street to Nagatinskaya Embankment. But they could not do that for residents of the recently occupied Apartment House No 4, Wing No 1, on Kuntsevskaya Street, although many had moved there from neighboring streets. They will still have to be patient for a year and a half, when a new ATS will appear and with it new possibilities.

[Question] It is understandable now why it is necessary to couple apparatuses. The complaints of our readers N. Kozyrev and A. Grishin about the fact that telephones there had been switched to a double hook-up were examined at MGTs. What is the result?

[Answer] In one case, not having been able to get an agreement with the subscriber, we were able to find an alternative method. In the other case, we were forced to refuse the objection and switch the telephone to a double hook-up despite the subscriber's wishes. We have been given such a right, but we would like citizens to display their conscientiousness. We take this measure when we are unable to comply with the requests of those who have a need, as a rule those who are top-priority customers, when the main lines are working at full capacity.

A high-frequency, multichannel apparatus (AVU) is now being used on an ever wider scale; this gives the subscribers the possibility of conducting conversations on various frequencies without interfering with each other. But I should emphasize that the agreement of the subscriber is not required for switching telephones to a coupled hook-up and connecting the AVU apparatus.

[Question] Judging from the letters of A. Yermakov, L. Shepin, and N. Shumilina, conflicts at telephone centers have become more frequent in connection with the changing of the rate for installing a telephone.

[Answer] We have also received many such letters. I must say here that a preferential rate is maintained for participants in the Great Patriotic War, groups 1 and 2 disabled workers, people who have been invalids since childhood, and also for former subscribers of private and collective telephones who move to a new residence. Primarily people in the last category complain when they are deprived of the preferential rate for some reason. It is necessary to examine each specific case. Of course, misunderstandings occur. For example, the Cheremushkinskiy Telephone Center at first refused to give a preferential payment certificate to L. Shepin, who had moved twice by exchanging. MGTS senior engineer L. Klopova dealt with his complaint; the subscriber's argument was acknowledged to be correct, and he will be able to avail himself of the benefit. It was the same with A. Yermakov. In general, I must remind everyone who uses the services of the telephone network of Paragraph 45 of our regulations: Subscribers are obliged to report to the telephone center regarding all changes in connection with the telephone within a month. Otherwise it could happen as with N. Shumilina, who did not notify the center in time about moving to another residence and lost the right to a preferential payment as a result.

[Question] Viktor Fadeyevich, what are the immediate prospects for the development of the telephone network if one is an optimist and believes that the builders will cope with their tasks?

[Answer] The technical documentation has been worked out for a simpler ATS building in order to expedite the installation of telephones as soon as during this 5-year plan. Placing automatic telephone stations into operation will produce an additional 650,000 numbers.

And it is being planned to put 700,000 more ATS numbers into operation during the 12th 5-Year Plan. At the same time we will switch to mass introduction of improved small-scale electronic equipment. Now it is necessary to implement two individual projects for a center building on Second Samarskaya Street and a rayon ATS building in the seventh quarter of Tushino. A quick correcting is required for five projects of ATS buildings developed for modernized equipment using electronics on Khoroshevskoye Highway, in Brateyevo, on Bolshaya Ordynka, and Voyevodina and Zhivopisnaya streets. In addition to the work enumerated, we expect the Main Administration of the Architectural-Planning Management to complete the project planning for ATS's at First Spasskiy Cul-de-sac and on Begovaya Avenue in the near future. If all of our plans are implemented with the help of the Main Architectural-Planning Administration, the Main Administration for Housing and Civil Construction in Moscow, and the Main Administration for Capital Construction of the Moscow City Ispolkom, the problem of the complete installation of telephones in the city will be solved and Moscow residents in any rayon will not have to wait more than a year for a telephone.

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## CONSUMER SECTOR POLICY AND ECONOMICS

### RSFSR CONSUMER SERVICES MINISTER DUDENKOV ON ECONOMIC TRENDS

Moscow SOVETY NARODNYKH DEPUTATOV in Russian No 5, May 84 pp 31-37

[Article by I. Dudenkov, minister of consumer services, RSFSR: "New Tasks, New Approach"]

[Text] The Soviet government has no greater concern than that for the welfare of the people. This idea runs like a constant red thread through all our plans, reflected in the decisions of party congresses and in annual and five-year programs for the economic and social development of the country ratified by the USSR Supreme Soviet. At the December (1983) Plenum of the CPSU Central Committee new emphasis was given to the fact that in the final analysis all efforts in the economic sphere were directed at raising the people's standard of living. This is the chief sociopolitical goal to which our plans lead.

The solution to this important problem largely depends on basic revision of the system for economic administration and the entire economic mechanism. "Work in this plan has only begun," emphasized General Secretary of the CPSU Central Committee K. U. Chernenko at the February Extraordinary Plenum of the CPSU Central Committee. "It includes a large-scale economic experiment in extending the rights and increasing the accountability of enterprises. New forms and methods of management in the services sphere are being sought."

Moreover in February the Politburo of the CPSU Central Committee reviewed the problems of measures to strengthen the interest of production units and enterprises of the consumer services area in more complete satisfaction of the population's demands for services. The resolution which the CPSU Central Committee and the USSR Council of Ministers adopted here planned an economic experiment to be carried out at consumer services enterprises in a number of territories of the Russian Federation. This document was adopted at the time of extensive study of the Complex Program for production of consumer goods and of the system of services and is one direction on the road to resolution of the above-cited questions.

In this connection one must point out a number of measures already realized after the 26th CPSU Congress. The last year has been especially characteristic. Allow me to point out the following: In January the Politburo

reviewed questions connected with introducing order to the work routine of the services sphere and the USSR Council of Ministers passed a special resolution binding the ispolkoms of city and rayon soviets to lose no time in reviewing the days and hours when enterprises and organizations of the consumer services area are open, with calculations for making them more convenient to workers. Basically this project has been successfully completed. The population's wishes have been considered, as have local particularities.

At the end of March the CPSU Central Committee and the USSR Council of Ministers adopted the resolution "On the further development and improvement of consumer services for the population". This directive as a whole was addressed to workers of the branch. In it an extensive program of long-term measures was planned. Its realization will make possible fundamental improvement of the entire area.

Our state agencies are bringing to life what the Party has planned. Consumer services will become a highly industrialized branch of the economy. In the RSFSR alone, up to 15 million orders of various kinds are being filled every day. The round of routine chores taken over by our branch from the private citizen continues to increase. More aware than anyone of the people's demands and their living and working conditions, the soviets of people's deputies and their ispolkoms feel constant concern for more complete satisfaction of these needs.

In considering the social aspect of our branch and its effectiveness, economists as a rule emphasize two factors: creation of free time for workers and financial savings in the people's personal budgets. Either of these is important in and of itself. Moreover, each one acquires greater and greater significance every year. Calculations by specialists show that, from 1960 to 1980, thanks to the extensive development of the national consumer services system, the population gained almost nine billion hours of "saved time". In real terms that means that approximately ten working days per capita are added to the workers' total personal time.

As to the advantages for the family budget, I think it hardly necessary to state a figure. Any successful repair enables an article to be kept and its life to be prolonged, whereas buying a new one is much more expensive.

The state agencies' efforts to develop services locally with consideration of local conditions have been concretely reflected in a growth of the people's well-being and that of each household and family and are directed at perfecting forms of service, at improving the quality of work done to fill orders on the basis of more efficient management, at strengthening the material and the technical base, and at locating branch enterprises more conveniently to the workers' homes and jobs. This has had a favorable influence upon their morale and, in the final analysis, on their productivity.



Last year the effort picked up speed. More than 100 major facilities for consumer services were built with financing from the Ministry of Consumer Services of the RSFSR and from Soviet and economic agencies of the Russian Federation, for example. More than 50 percent of all capital investments went for technical equipment and the reequipping and reconstruction of already existing facilities. The soviets began to utilize more fully .4 percent of the fund for dwelling construction to build specialized enterprises and intake facilities of our service. Close attention was given to the effective deployment of government resources earmarked for these purposes and financing from plants and factories, kolkhozes and sovkhozes invested in extending service and improving the quality of enterprises extending it. This has noticeably improved the level of consumer service. Today almost 80 percent of household technology (refrigerators, television sets) are repaired without being sent to the personal service shop; that is, on call at the customers' apartments. Home cleaning of furniture and floor coverings has steeply increased.

The Ministry, guided by the above-cited resolutions, steers a course of broadening combined service. The further development of the service is being steered by the Ministry along with the 16 USSR and republic ministries and agencies as well as the majority of ispolkoms of the kray and oblast soviets and the councils of ministers of the ASSR's.

A body of experience worthy of emulation will have been accumulated when the soviets and their agencies create favorable conditions for the activity of subunits of our service at major industrial enterprises. This aspect is reflected interestingly in the example of Krasnoyarsk, where the soviets have completed construction at a metallurgy plant of a center for consumer services financed by the plant's profits. It can be demonstrated that expenses were completely warranted for the metallurgy collective was satisfied; the people's time and strength were saved. In Saratov such centers were built in every rayon of the city. Here the soviets had recourse to coordination of the means of several industrial enterprises under different ministries.

Cooperation of the labor collectives and workers in personal services has been smoothly arranged in Omsk, Rostov/Don, Yaroslavl, Kostroma, Belgorod and Ivanovo. In the opinion of economic managers here, as expressed at sessions and meetings of the ispolkoms and standing commissions, consumer services have been made available at the workplace, which has doubtless influenced the growth of a favorable climate and had a positive effect on labor productivity.

Understanding this as they do, many ispolkoms of kray and oblast soviets and the councils of ministers of the ASSRs are actively persuading industrial and construction organizations, kolkhozes and sovkhozes to create



centers for consumer services located as closely as possible to their environs or on their territory and also in the closest residential microrayons and at communal residences. In order to simplify this process, the ministry has prepared a series of model plans.

Radical changes have taken place in rural areas. In the majority of sovkhoses and kolkhozes of the Russian Federation, a stationary network of combined units has been organized, joining intake points and personal service centers and significantly raising the standard of service to rural inhabitants in their place of residence. Today in the Russian countryside about 26,000 stationary subunits for personal service are in operation. In this connection the discrepancy between urban and rural dwellers with respect to the level of service has been noticeably curtailed.

What else should be noted in this connection? Many managers of farms have imbued their minds deeply with the socioeconomic importance of well-supplied personal service facilities. A growing number of persons recognizes the inadequacy of opening only a few intake centers. They themselves ask the ispolkoms of the soviets and workers of our branch to create large personal service subdivisions at central farmsteads, turning over or building for them special facilities. Many people now insist that different forms of service be performed on the spot.

In a number of cases this has already been carried out. Let us take as an example the kolkhoz "Zarya" of Pochenkovskiy Rayon, Smolensk Oblast. Here, as recommended by the deputy commission of the rural soviet, the previous storage facility was fundamentally reconstructed and saw the opening of a dry-cleaning establishment with a self-service laundry; not only workers at this farm but also those at the neighboring ones gladly make use of them. Similar activities can be found in Stavropol, Krasnoyarsk and Altay krays and Yaroslavl, Omsk, Irkutsk and other oblasts.

The experience of the ispolkoms of the rayon, city, oblast and republic agencies of the state in perfecting service and experiments and innovations with progressive forms of personal service locally (especially in Vladimir Oblast and the Bashkir ASSR) have been discussed in the journal SOVETY NARODNYKH DEPUTATOV. It seems that experience of this kind deserves still more publicity. Such are the demands of the times.

As a result of the measures undertaken by the soviets, their significant aid to the subunits of the branch at the local level, the perfection of management and technical re-equipping of our enterprises, the volume of personal services accomplished for the population in the Russian Federation in 1983 increased over the previous value by 167 million rubles. The rate of growth was 4.6 percent. The plan for exploitation of capital investments and commitment of basic funds was fulfilled, as were profit plans; labor productivity increased and the introduction of new technology and techniques on scientific foundations occurred at a more rapid rate.

However, the positive accomplishments of which I have spoken in no way give us the right to be complacent. The great inadequacies in the branch's operation and that of the Ministry's bureaucratic apparatus are evidenced by the fact that the plan was not fulfilled in terms of the chief indicator--the turnover volume in consumer services.

Last year the population of the RSFSR was inadequately served to the amount of 98 million rubles and the rural population to that of 33 million. A number of ministries and departments of consumer services, almost half the combines and enterprises, did not arrive at their goals. It must be feared as well that in some krais, oblasts and autonomous republics a reduction in the volume of services compared to that reached in 1982 was allowed. All this must not be explained by objective reasons only. Naturally, these exist. But at the same time it must be emphasized that locally the level of organizational work, performance discipline and accountability has declined. The workers of the apparatus of our ministry were not able at the time to make thoroughgoing disclosures of shortcomings or give concrete aid to those who were falling behind.

Unfortunately such tendencies are shown not yet to have been eradicated everywhere, when problems in the consumer services field are relegated to the category of secondary matters or attendant circumstances. A number of ministries and departments of the agroindustrial complex are quite unwilling to earmark funds to create major industrial points and centers of consumer services. Incidentally, our branch is undergoing a quite difficult period today. The planned rate of growth of services turnover is determined at 10.2 per cent in the Ministry's schedule. This is a large figure. In addition it must be taken into account that in the 11th Five-Year Plan state capital investments for development of the branch were significantly lowered. The calculation assumes that the branch will be in a position to resolve its problems by using its own means and aid from the departments and farms. They are in fact obliged to provide for their workers' conditions on the job and at home.

The problem is not simple, as we see, but it can be solved. The experience of the foremost enterprises, administrative innovations and a more disciplined attitude to the task and to labor discipline in the collectives are evidence that there are many possibilities for this. Of course it is inadequate to see and speak of solutions and nothing more. Not words but deeds are required. Resources must be put to use and search and experimental efforts must be more courageous.

In the fourth year of the Five-Year Plan, basic work is being continued to increase the quantity and improve the quality of personal services. The plan calls for a major increase in their volume and the introduction of new forms of service. The thrust of the resolutions of the CPSU Central Committee and the USSR Council of Ministers on the conduct of the economic experiment amounts precisely to the resolution of these problems, the search for new economic levers and the perfection of the branch's economic mechanism.

The Ministry of Consumer Services RSFSR is already implementing a series of important organizational and economic programs which ought to have a significant effect. Long-term credits from the USSR State Bank and Construction Bank are being obtained in greater amounts than previously, active use is being made of the fund for the branch's development that is constituted of a 7.5 percent deduction from profits actually made by its enterprises. Financed aid is also rendered by the ispolkoms of many local soviets of peoples' deputies and the councils of ministers of the ASSRs.

A very important factor in the formation of the branch is the fact that the soviets of new, very rapidly growing cities have begun to include consumer services enterprises in the general structure of their development. And of course this is right. Naturally service in these enterprises is to be not poorer, but even better than in the older, long-established cities and rayons.

Everywhere government agencies are giving significantly more attention than previously to the utilization of established basic funds. In collaboration they have been able to organize the financial means of the enterprises in their territory to expand their service network, to establish progressive forms of service, help select and train cadres and help with local resources. Questions related to the maintaining of daily life are increasingly a part of the agendas when the soviets hold their sessions and at meetings of their ispolkoms and permanent commissions.

The creation of a major material and technical basis for the rayon link of the branch continues to be a highly urgent task. Plans are being worked out and models of several types of enterprise that vary in capacity are being realized. These are: consumer services centers for a rayon as a whole, enterprise branches and shops of the branch industrial combines which serve primarily for radio and television repair and that of domestic appliances as well as laundry and dry cleaning establishments. At the same time planners are developing model technological schemes and variants of technological retooling and reconstruction of enterprises built during previous five-year plans.

In rural areas we are now turning our attention to the complex serving of the population at home. For this purpose, there is being inculcated everywhere regulation, originating in the controller's office, of the collection and implementation of orders and the intake network is being updated while cooperation within the system is being tightened. Soon, within the boundaries of each rural rayon, capacities should see the light which will fill orders for all basic forms of services taken from the population of that zone and the need to have recourse to the production base of large cities and oblast centers will be eliminated.

In the process of searching for optimal solutions much remains to be tried, and adjusted; and then what has been found may be more boldly used on a large

scale. This has been expressed most appropriately by K. U. Chernenko at the February Plenum of the CPSU Central Committee in a reminder to observe the wise old rule: measure seven times, cut only once. In this way, more independence should be shown at every level; bold attempts, if necessary involving a justifiable risk, should be undertaken for the sake of increased economic efficiency and the growth of the general welfare. This is exactly what we must do!

At the enterprises of the RSFSR Ministry of Consumer Services, economic experiments were already begun last year. Thus, in the Bashkir ASSR and Vladimir Oblast, systems are being formed that interrelate two types of plants: radio-television manufacturing facilities and consumer service enterprises. The point of this experiment is as follows. Having serviced television sets while they are being used under warranty, the repair shop rebuilds sets that have not held up under the warranty and have been exchanged by certificate-holding owners. After being rebuilt, the sets are marked down and made available for sale in the retail network. Preliminary data give evidence of the efficacy of extending the scope of this experiment. Complaints by the public have decreased sharply; not one of the exchanged television sets has been repaired at a manufacturing plant.

At enterprises of the chemical cleaning and dyeing combine of the administration of public consumer services of the Novosibirsk oblispolkom, the ministry, again on an experimental basis, is working out a method to adopt a collective contract. Sections, shops, repair shops, workshops and factories are making the transition to this form of work. The collective to which the contract applies includes all the personnel of a given subdivision: full-time and part-time workers, engineers and technicians. The funds to remunerate labor are constituted in proportion to the end result of work on the basis of long-term wage norms.

Wages are paid to the contract collective in accordance with wage categories assigned to workers, the salary schedules of engineering and technical workers, time actually worked and the calculated coefficient of labor participation. The first stages of this innovation promise success.

Now the branch is preparing for construction of that great economic experiment that was singled out for special attention by the Politburo of the CPSU Central Committee, and in view of which the resolution of the CPSU Central Committee and the USSR Council of Ministers was adopted. The experiment, as is well known, plans for the combines, enterprises, ministries and administrations of public consumer services an increased economic independence and greater accountability for development of the branch. In this their indicators are constituted in direct dependence on how fully and with work of what quality they satisfy the public's demand for services.

The principle adopted, in other words, is that stimulation of growth in the services especially welcomed by the public and most necessary to people is primary. It will be the chief indicator. Like other branches of the national economy, ours has measured growth up to now chiefly in size. Now, almost all possibilities of this approach are virtually exhausted. To attain new levels of quality, new methods of work, levers and incentives are needed, which were previously inactive. Thus, the enterprises could not make use of the full amount of profits which they took in. As a result the enterprises were limited in their productive and social development, without adequate opportunities to provide incentives to the best workers. And indeed it is very important in evaluating work to show fairness.

The experiment is to be conducted simultaneously in the Komi and Bashkir ASSR's, Altay Kray and the Saratov, Astrakhan, Ivanovo, Yaroslavl and Kemerovo oblasts. The ministries, administrations and enterprises are granted considerable leeway in planning the economic and social development of the collectives. They have greater financial opportunities to develop the material and technical bases of the enterprises as well as rights to build up and use funds for economic incentives and State Bank credits. Economic incentives are being provided to organize new forms of service and service facilities. Considerable rights are granted for the use of savings from the wage fund, which will be channeled into raises and bonuses for job skills, a high level of service and work accomplished with minimum personnel. The unique features of the branch are such that more than half its workers perform manual tasks of low productivity. Owing to low pay and other conditions, a labor shortage has worsened and turnover in cadres exceeds twenty percent. As a result rates of growth in the volume of services performed for the public has begun to fall, although previously it was quite high.

An arrangement is now being made putting profit completely at the disposal of the appropriate enterprises, except for sums assigned to the state budget according to stable normatives. The enterprises themselves, in conformance with the trade-union committees, will determine the financial amounts intended for industrial production and social development and stable compensation of laborers in proportion to the labor contributed.

In beginning the experiment, we intend to apply more extensively progressive forms of remuneration for those who have shown special merit and are working in a stable and disciplined manner so as to show high-quality output. In particular, joint brigades working for pay determined by output are becoming better established. At the service enterprises better use is being made of the work of those who want to work at more than one task within the working day as well as the labor of students, retirees and home workers. Thus, prerequisites will be established for putting out a greater volume of services with reduced regular personnel.

Preparation for reorganization ought to proceed in a differentiated way and there should be consideration of variable conditions under which the experiment will be carried out. An extensive geographic territory is to be covered: Siberia, the Volga and Nechernozem regions, as well as two national republics with unique characteristics.

Let us take the Komi ASSR as an example. The population pays for services at the same market price as in Krasnoyarsk Kray. But taking into account the special Northern labor coefficients, high transportation costs and other particular features, the cost of services in the republic is higher. For this reason it is difficult for local services to show a profit. They need help from the state budget, to which, indeed, the experiment does not close the door.

I want to remark on the very high level of concern for the development of the branch and its perfection which the local Party and Soviet government bodies have shown. In Komi, where we had occasion to be while preparing for the experiment, the following persons participated in discussions preliminary to innovative activity: A. A. Meledin, obkom secretary, P. A. Beznosov, chairman of the Republic Council of Ministers and responsible workers of the apparatus of the Presidium of the Komi ASSR Supreme Soviet. They expressed opinions on the best way to implement what had been conceived under consideration of territorial, climatic and national special features of the region. I. P. Morozov, secretary of the CPSU obkom, gave a detailed account of the results of the discussion. There was an analogous discussion in all regions where the experiment was carried out, within Party and Soviet government bodies and among economic managers in the services area. All rational suggestions received consideration in our normative documents. However it must be said that preparation for the experiment has been less successful in the Kemerovo, Ivanovo and Yaroslavl oblasts.

The experiment of which I have been speaking is planned to begin 1 July 1984; documents on method and normatives are now being worked out. Without doubt they will demand additional organizational efforts and clarification from the side of the ispolkoms of local soviets and those of their apparatus that are responsible for personal services.

Most hopeful in terms of the soviets' contribution is the activity of the appropriate standing committees. In our opinion, they can contribute inestimable aid to the service enterprises by posing at their meetings more questions concerning how to attract young workers and improve training and education for specialists in technical schools and occupational/technical high schools. Other problems are also to be discussed cooperatively.

It would be gratifying for all preparatory consultations with the ispolkoms of the soviets of the regions where conduct of the experiment is intended showed such good results as those obtained in the Komi ASSR. Among their favorable parting words to us were promises of deputies' help from all sides. These were meetings of like-minded people ready to act in concord.

And there is no other way. Everything we have said is directly related to the completion of the main task set by the Party and the government--improvement of the well-being of the Soviet people in every aspect.

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## CONSUMER SECTOR POLICY AND ECONOMICS

### TSENTROSOYUZ MEETING DISCUSSES TASKS OF COOPERATIVES

#### Kapitanov, Bodyul Participation

Moscow SOVETSKAYA TORGOVLYA in Russian 9 Jun 84 p 1

[Text] The 7th Meeting 10th Convocation of the Tsentrosoyuz Council took place in Moscow. The problem of cooperative organizations' tasks for continued improvement of trade service for the rural population and an increase in procurements and the processing of agricultural output in light of the demands of the February and April (1984) plenums of the CPSU Central Committee and the points and conclusions contained in the speeches of General Secretary of the CPSU Central Committee and Chairman of the Presidium of the USSR Supreme Soviet K.U. Chernenko was discussed.

Chairman of the Tsentrosoyuz Board M.P. Trunov delivered a report on this matter.

Secretary of the CPSU Central Committee I.V. Kapitonov spoke at the meeting of the Tsentrosoyuz Council.

The following participated in the work of the council's meeting: Deputy Chairman of the USSR Council of Ministers I.I. Bodyul; Chief of the Trade and Personal Services Department of the CPSU Central Committee Ya. I. Kabkov; executives of the CPSU Central Committee and USSR Council of Ministers; and leaders of a number of USSR and RSFSR ministries and departments.

A detailed report of the meeting of the Tsentrosoyuz Council will be published in the paper's next issue.

#### Details of Session

Moscow SOVETSKAYA TORGOVLYA in Russian 12 Jun 84 pp 1-2

[Text] As has already been reported, the Seventh Meeting, Tenth Convocation of the Tsentrosoyuz Council took place in Moscow. The matter of cooperative organizations' tasks for continued improvement of trade service for the rural population and an increase in procurements and the processing of agriculture output in light of the demands of the February and April plenums



of the CPSU Central Committee and the points and conclusions contained in the speeches of the General Secretary of the CPSU Central Committee and Chairman of the Presidium of the USSR Supreme Soviet K.U. Chernenko was discussed.

Chairman of the Tsentrosoyuz Board M.P. Trunov delivered a report on this matter.

Secretary of the CPSU Central Committee I.V. Kapitonov spoke at the meeting of the Tsentrosoyuz Council.

The present meeting of the Tsentrosoyuz Council is taking place when all social and economic life of the country is under the profound influence of the decisions of the February and April (1984) plenums of the CPSU Central Committee, the First Session, Eleventh Convocation of the USSR Supreme Soviet, and the points and conclusions contained in the speeches of General Secretary of the CPSU Central Committee and Chairman of the Presidium of the USSR Supreme Soviet K.U. Chernenko, M.P. Trunov, chairman of the Tsentrosoyuz Board, emphasized in his report. The party is directing us to intense and harmonious work in all directions of communist construction and to strengthening and developing an atmosphere of collective creative search for solutions of urgent problem, efficiency and exactingness.

The CPSU Central Committee is giving a great deal of attention to questions of the continued improvement of the activity of the consumer cooperatives and their execution of important economic and social functions.

Consumer cooperative organizations, in carrying out the decisions of the 26th Party Congress, and subsequent CPSU Central Committee plenums and party and state decrees, are carrying out well-defined work to develop rural trade and expand procurements and the processing of agricultural output. During the current five-year period the sale of various foods, clothing, footwear, knitted fabric items, cultural and personal household items, and other goods has increased. The plans for the state purchases of potatoes, vegetables, and fruits have been exceeded and the production of food products at cooperative enterprises has increased.

At the same time for the third year the plans for retail goods turnover and procurements of particular kinds of vegetables, and output of some foodstuffs have not been fulfilled. Serious shortcomings in trade services for the population and in supplying rural toilers with basic necessities have been allowed. The quality of the products being procured and processed remains low and losses are high.

The overcoming of these shortcomings and continued development and improvement of consumer cooperatives' activity have an important significance in the implementation of the measures outlined by the party to raise the people's well-being, implement the Food Program and transform the rural area socially and culturally.

The speaker said that we must analyze the reasons for still having serious shortcomings in the organization of trade services for the population in a business-like, specific and self-critical manner because the party demands this of us. Positive tendencies in the development of the country's economy have showed up in the acceleration of the growth rates of cooperative trade's goods turnover. Whereas in 1982 there was practically no growth in goods turnover, in 1983 it increased by 2.7 percent in comparable prices, and during the first 5 months of the current year by 4.8 percent. However, this is insufficient. During the first 5 months of the current year the plan for the total volume of goods turnover was underfulfilled by 355,000,000 rubles. The Ukrainian, Uzbek, Azerbaijan and Moldavian Potrebsoyuzes allowed the most serious lags. Meanwhile all the necessary conditions for fulfillment of the plan for retail goods turnover are present in the country's cooperatives. The main reason for the lag lies in the fact that cooperative trade workers are slowly reorganizing their work to take changing market conditions into account and are not providing qualitative improvement in the organization of trade.

Nonfulfillment of the plan already begins with the poor work by cooperative employees with industry. The situation is worsened by the inadequate carrying out of their obligations by the wholesale element. Large-scale shortcomings are also allowed in the organization of retail trade. Consequently, we must improve our activities in all units. In the interests of the consumers, daily and specific work with each industrial enterprise is necessary. We must make full use of rights given to us and not accept from industry those goods which are not in demand by the population.

Today it is acutely apparent that the wholesale trade organizations are a particularly weak link. Currently trade bases and warehouses in the system have a total area of around 16,000,000 square meters. Some 187,000 skilled workers labor at them. And yet the return from their labors is extremely low. In a number of potrebsoyuzes the plans for wholesale goods turnover are established without proper coordination with plans for retail goods turnover.

A large-scale shortcoming in the activities of the wholesale element lies more and more in the fact that deliveries of goods to stores is carried out without regularity, mostly in the second half of the month. The centralization of goods delivery is being expanded extremely slowly. Because store chiefs' involuntary trips for goods millions of rubles in goods turnover is continually lost. You see, the trips for goods lead to the closing of stores for prolonged hours and even days. We must decisively eradicate these shortcomings.

We must also improve commercial work. During the past 3 years commodity stocks increased by more than 30 percent while goods turnover increased 11.9 percent. The turnover rate for goods slowed by 24 days in comparison with 1980. During the three years their total volume increased by 7.2 billion rubles. Last year 32 million rubles were paid in increased interest for bank loans alone. Enormous funds are wasted in the mark-down of unmarketable and shopworn goods. Accelerating goods turnover is one of the most important tasks of the consumer cooperatives.

Of course, we should not ease attention toward the reorganization of retail sales. The growth rate of retail goods turnover is lagging behind the expansion rate of sales area. This tendency has already gone on for years, and the situation has still not changed for the better.

We must more actively develop the network of stores for "Household Goods," "The Modern Home," "Appliances," "For the Garden Plot" and other specialized stores. In the Cherkassy Oblast Potrebsoyuz, for example, there is one household goods trade store for every two population points. And it is not by chance that here high indicators for the sale of these goods have been achieved. In the Turkmen Potrebsoyuz there is one such store for every 13 population points and in the Azerbaijan, one for every 17 population points. Therefore the sale of such goods here is extremely low.

Under conditions of a steady increase in the output of consumer goods, the cooperative organizations should find new active forms for the sale of goods. Take for example, sales on credit. In 1983, 5 percent of the total volume of sales of nonfood items in the system as a whole were sold on credit, while in the Uzbek Potrebsoyuz it was slightly higher than 1 percent. Whereas 25 percent of the furniture is sold on credit in the potrebsoyuzes as a whole, in the Azerbaijan Potrebsoyuz it is less than 3 percent, and in Turkmenistan about 6 percent.

Commission trade in nonfood goods is a no less important reserve for the development of goods turnover. Much has already been said about this, however practical results are still insignificant. Meanwhile estimates indicate that commission trade can give no less than 100 million rubles in additional turnover in 1984.

Experience indicates that it is possible to increase the sale of associated nonfood items in food stores. Their share now accounts for less than five percent of the total goods turnover of food stores. At the same time space in many self-service stores is used ineffectively. If it is used wisely and the proportion of sales of associated nonfood items is increased to only 10 percent, then it would be possible because of this, to increase goods turnover by almost 300 million rubles in the current year.

Recently the attention of the potrebsoyuzes toward the trade service of inhabitants of small towns and villages has been somewhat intensified. But these are only the first steps. We must fundamentally resolve the matters of trade service in remote areas, regarding this work not as a one-time campaign, but as a continuous direction in their activities.

We need a more specific and business-like approach in the development of services also. For example; one group of service enterprises is needed for small villages where 100 to 200 people live; another, in a larger village; and a third, in a settlement where 1000 people live. We must do this with due regard for specific special features of individual economic areas and regions of the country and in close connection with the local soviets, kolkhozes and sovkhoses, and personal service organizations.

In the past year the plans for retail goods turnover and output sales of one's own in public catering enterprises were fulfilled. This sector developed faster in comparison with the development of retail goods turnover as a whole. At the same time more than one-fourth of all enterprises did not cope with the plan, and almost one-third did not cope with the plan for the production of semimanufacturers, culinary, confectionery, and bun items.

Cooperative public catering enterprises are all similar and frequently do not have their own "personality." Good initiative and creative use of our domestic experience and the experience of fraternal socialist countries are necessary to establish this.

We must dwell separately on the improvement of procurement activities. During the first 3 years of the current five-year plan the average annual volume of purchases increased by 20 percent in comparison with the 10th Five-Year Plan and purchases of agricultural output above the plan amounted to 2.2 billion rubles. In spite of this, year in year out the state discipline for fulfillment of contracted agreements has been disrupted. Last year, for example, more than half of the country's farms did not fulfill their obligations to consumer cooperatives for the sale of potatoes and vegetables. For some reason cooperative organizations often give "amnesty" to these farms. Last year more than 12 million rubles in penalty fines were not exacted from kolkhozes and sovkhozes. It is particularly disturbing that the plan for delivery is not being fulfilled with respect to assortment. The feeble struggle for the quality of the products purchased and shipped is a big shortcoming in procurement activities. For example, about 1.5 million tons of substandard fruit and vegetables and potatoes from the 1983 harvest were received from kolkhozes and sovkhozes at consumer cooperative produce procurement centers. In the Ukrainian and Belorussian potrebsoyuzes substandard products account for from 11 to 32 percent of the total volume of vegetable and potato purchases.

One of the main tasks for procurements is to arrange the work of mastering the resources of private subsidiary plots well. For the present opportunities here are far from completely used. With substantial resources available last year the Ukrainian, Georgian, and Armenian potrebsoyuzes did not fulfill their assignments for the purchase of fruit at prearranged prices. In the current year the Russian, Belorussian, and other potrebsoyuzes decreased their meat purchases.

Many problems in procurement activities are connected with the serious lag of its material-technical base. Measures for a definite change in the investment structure in favor of procurements have been adopted by Tsentrosoyuz. While the total volume of capital investments in 1983 grew 15 percent compared to 1980, the volume of funds directed toward the construction of projects for the procurements sector almost doubled. But still the procurements material-technical base remains very weak. The situation is also aggravated further by the fact that half of the procurement offices which carry out the procurement of vegetables, fruits, and berries do not develop even the simplest on-the-spot processing of this output.

The speaker then proceeded to problems of processing agricultural output at consumer cooperative enterprises. Definite positive results have been noted in this direction. And the main task consists in the creation of the bases for the continued stable development of the processing industry. Canning plants and other enterprises of the food industry, constructed 20 or more years ago, need basic technical reequipping. Besides the installation of new equipment we must give a great deal of attention to the establishment of a network of small capacity shops located as close as possible to raw material sources and capable of on-the-spot processing of that part of output being procured which is unsuitable for transportation or prolonged storage.

The storage at several enterprises of the unsold output from past years' harvests is causing a great deal of anxiety. And part of the output specified for release in the current year has not been confirmed by orders. In the Ukrainian Potrebsoyuz, for example, the sale of 263 million standard cans of canned goods is not guaranteed; in the Georgian, 52 million; in the Azerbaijan, 12 million; and in the Armenian Potrebsoyuz, 9 million standard jars are not guaranteed. It turns out that, on the one hand, state industry is criticized for the delivery of goods not in demand by the population; and on the other, we ourselves produce those goods which do not have a market.

An important task of the food industry is to moderate the seasonal fluctuation of production. For example, for many years already in the Estonian Potrebsoyuz the canned food industry produces up to 45 percent of the total volume of output in the first 6 months and in the Belorussian, Latvian, and Lithuanian the figure is between 30 and 40 percent. In recent years the Russian and Ukrainian potrebsoyuzes have achieved a moderation of seasonality. But in the Uzbek Potrebsoyuz less than 16 percent of the annual volume of production was produced in the first half of 1983; in the Moldavian, less than 19 percent; in the Armenian and Turkmen potrebsoyuzes, 14 percent; and in the Tajik Potrebsoyuz only 12 percent in all. It is urgently necessary to change these proportions. We must develop the production of semimanufactures at each canned food enterprise for subsequent processing during the off season.

Cooperative organizations are carrying out specific work to improve the use of their economic and production potential. We must remember that target programs have been developed and are being carried out for the purpose of the concentration of material and financial assets and the resolution of key tasks: comprehensive rationalization of the system, and increase of commodity resources, reduction in the use of manual labor and improvement in the use of equipment.

However, the potential inherent in the program-goal method of management is by no means being fully used. For example, the RSFSR Potrebsoyuz and other cooperative organizations did not take a properly responsible approach to the development and practical realization of the program for comprehensive rationalization of cooperative trade. Of the 32,000 enterprises at which

this work was planned in 1981-83, less than 20 percent of the projects were provided with planning documentation. Often only the repair and replacement of obsolete equipment is carried out instead of the set of operations envisaged by the program for introduction advanced trade processes technology, improving the standardization of the retail network and forming the assortment of goods and for reorganizing of the system of goods supply.

According to 1983 results, 946 cost accounting organizations and enterprises, including 100 consumer societies, 29 potrebsoyuz farms, 76 procurement offices and 29 city cooperative trade organizations proved to be unprofitable. The sum total of the losses for these organizations and enterprises amounted to 122 million rubles. This is a disturbing symptom. We must have profitable work by each cost accounting organization and enterprise in all sectors of economic activity. And for this, in the first place, we should use available intraorganizational resources for increasing profits by strengthening the system of economizing, lowering distribution and production costs and eliminating nonproductive outlays and losses.

The CPSU Central Committee continually points to the necessity to improve the selection, distribution, and training of personnel. We must organize this work so that personnel problems occupy a main place in the daily activities of the managers of all subdivisions of consumer cooperatives. In this connection we must make full use of the upcoming report-election campaign for strengthening the executive staff with workers having profound professional knowledge, organizational capabilities, and the ability to sense new things and put them into practice.

In conclusion the speaker said that in the future we must strengthen discipline and performance in every collective and instill in each worker a creative approach to business and self criticism in the evaluation of the results of his work. One of the most important tasks is the improvement of the leadership of socialist competition, the development and support of the initiatives of advanced collectives directed at raising the levels of service for the population and the stable fulfillment and overfulfillment of economic plans.

Chairman of the Board of the RSFSR Potrebyuz V.F. Yermakov opened the discussion about the speech.

During the period of the five-year plan that has elapsed the Russian cooperative workers have taken a significant step in developing their diversified economy. In 1983, the targets for all sectors activity were considerably surpassed, except in retail goods turnover. We are striving to improve the situation. In 1984 alone more than 8 billion additional rubles worth of goods will be drawn into goods turnover from various sources, or several hundred million rubles more than last year. But there are also serious difficulties. As is known, the task of providing consumer cooperatives with basic commodities is entrusted to the wholesale offices and trade bases of state trade. They are obliged to



deliver up to 85 percent of the goods directly to the retail cooperative trade enterprises. However, in practice, this is not done. As a result delivery of goods to buyers is delayed, additional problems are created in servicing the population and damage is done to goods turnover.

The consumer cooperatives of our republic, noted Chairman of the Board of the Ukrainian Potrebsoyuz S.V. Litvinenko, are dynamically developing in all sectors activity. At the same time we are seeing large unused reserves in their work. In particular, steps have been taken to expand the sales of goods on credit, which will make it possible to increase their sale by almost 40 million rubles in the second and third quarter of the current year alone.

The target for the present year for the production of a better assortment of canned goods has increased fourfold. We have the potentialities to carry it out; however, we must resolve the matter of supplying our enterprises with glass containers. The resources for it have been decreased by 37 million jars. And 90 million less jars with a capacity of up to 1 liter have been allocated than last year. These jars, which are intended for compotes, jams, preserves, bottled zakuski, and various salads are exactly those in demand by the population. Three-liter jars account for 70 percent of the total balance of glass containers. This does not promote improvement in the activities of consumer cooperatives.

A.G. Gymanenko, chairman of the board of the Novosibirsk Raypo (Rayon Consumer Society) in the Novosibirsk Oblast, recounted how the collective she heads, which is an initiator of the All-Union Socialist Competition for successful fulfillment of plans and socialist obligations in 1984, has been able to smoothly fulfill plans for two decades. The Raypo's plan and commercial service daily conducts on-the-spot monitoring of work progress in each enterprise, which makes possible timely discovery and elimination of shortcomings. Thanks to this the Raypo's retail goods turnover reached 70 million rubles per month, that of public catering--2 million, and procurements turnover reached around 4 million per month."

Chairman of the Board of the Belorussian Potrebsoyuz V.I. Chigir reported: The special attention of our republic's cooperative workers is being given to increasing the role of public catering in rural life. In this system 162 culinary combines and intermediate product shops operate. They supply 1700 dining rooms and cafes, 35 percent of the total number, with semimanufacturers. The task has been set to transfer no less than half of the public catering enterprises to work with semimanufacturers before the end of this five-year plan. For this purpose the opening of a number of additional intermediate product enterprises and shops is provided for.

The collectives of the Velikochernetchanskiy Consumer Society of the Sumskiy Raypotrebsoyuz achieved good indicators. During the first five months of this year and the elapsed period of the five-year plan the plans and socialist obligations for all indicators were overfulfilled,

L.F. Savchenko, chief of a store of the Sumskiy Raypo Potreboysuz in Sumy Oblast, reported to the council. First of all we are striving to attain efficient organization of services for field and farm laborers directly at their places of work.

Everywhere socialist competition between brigades and individual workers was developed for the early fulfillment of plans and social obligations by the opening day of the 21st congress of the country's consumer cooperatives.

Rural trade laborers of the capital's oblast fulfilled the plan for retail goods turnover for the first five months of the current year. More than 9 million additional rubles worth of goods have been sold. The plans for sale of public catering's own output and turnover in the sale of agricultural products purchased at prearranged prices have been overfulfilled, noted the deputy chairman of the ispolkom of the Moscow Oblast Soviet of People's Deputies V.G. Krylov. But, most likely, the most important result is that customer demand began to be met better and the number of complaints was reduced. Work on the fulfillment of the Food Program is at the center of the attention of Moscow area cooperative workers. The volume of purchases of agricultural output from the population increases yearly. This makes it possible to substantially improve the supply of this output to the inhabitants of cities and industrial centers in the oblast.

I regard the policy of concentrating and centralizing production of semi-manufacturers with a high degree of readiness in large specialized shops correctly taken, said A.L. Cheban, director of the public catering association of the Orgeevskiy Raypotreboysuz in the Moldavian SSR. However, at the same time, equipment is lacking; in particular, small power tools, kneading, churning, and rolling machines. They are not enough for the opening of new enterprises, not even to talk about the technical reequipping of those in operation. Meanwhile yesterday's students graduating from educational institutions are entering the industry. Encountering such laborious processes in practice, as, for example, the kneading of dough and others they cannot endure the stress and go where the work is more mechanized.

Z.Sh. Siradzhev, the chairman of the board of the Uzbek Potreboysuz, focused attention in his speech on the search for supplementary food resources. In the Rishtanskiy Rayon in the Fergana Oblast, for example, an association has been established of which large-scale highly-mechanized enterprises which produce pastry and sausage items, canned goods, smoked fish, nonalcoholic drinks, and other food products have become a part. In the future farms for fattening livestock and raising poultry will be established in the association. Such enterprises have been established in Tashkent and Samarkand Oblasts.

In her speech O.F. Bogacheva, the chairman of the central committee of the trade union for workers of state trade and consumer cooperatives dwelt at length on the tasks of trade union organizations in improving trade



service for the population and on problems of training, utilizing, and assigning skilled personnel in consumer cooperatives. More than 84,000 specialists with a secondary and higher education, a large part of whom are merchandising specialists now work in ordinary worker positions. How much does this cause valid complaints and dissatisfaction with their work and engender labor turnover? Young specialists demand a great deal of concern and attention in creating normal working and life conditions for them. Today 37,000 of yesterday's students in their last year at educational institutions live in rented living space and in the private sector.

In spite of repeated demands by the Tsentrosoyuz and the Central Committee of the Trade Union, many potrebsoyuzes do not allocate enough funds for the construction of dwellings and therefore plans for the construction of living space are not being fulfilled. Problems of the construction of dormitory facilities, nurseries, pioneer camps, recreation facilities, and boarding houses are persistently inadequately organized. Workers of cooperatives do have such potentialities. And their implementation makes it possible to resolve a lot in the matter of retaining trade personnel in the country.

A large role in the successful resolution of the tasks placed before our collectives to produce and sell state agricultural output belongs to the consumer cooperatives, emphasized S.G. Kozhevnikov, chairman of the kolkhoz imeni Pushkin in the Gagarinskiy Rayon of Smolensk Oblast and a Hero of Socialist Labor. The workers are serviced by five stores built by the kolkhoz forces last year. We have no problems with delivery of goods. The kolkhoz provides a continuous system of transportation for this purpose. The cooperative workers pay unremitting attention to servicing the inhabitants of those population points located in remote areas. And the rayon's kolkhozes help them in this. At the same time the demand by the population for some consumer goods is not completely satisfied. Washing and sewing machines, vacuum cleaners, separators, leather footwear, wallpaper, paint, and several other goods are not available in rural stores.

The floor was given to A.P. Brazhnik, director of the procurement office of the Yeyskiy Raypo of Krasnodar Kray. He said that the rayon's procurement workers are working hard to create conditions so each rural family has a private subsidiary plot and is an active deliverer of agricultural output surpluses. More than 80 percent of private subsidiary plots are covered by contracts for the delivery surpluses. As a result of the work done the average annual volume of purchases has tripled in comparison to the last five-year period.

A resolution concerning the first question on the agenda was adopted, in which measures for the continued improvement of trade service for the rural population, improvement of the organization of procurements, and expansion of the processing of agricultural output were outlined.

V.A. Gudin, chairman of the audit commission of the Tsentrosoyuz, presented the audit commission's conclusions on the report for 1983 and the Tsentrosoyuz balance as of January 1, 1984. He noted that in the report year more practical assistance began to be given to the system by the Tsentrosoyuz's subdivisions. Attention has been given to existing shortcomings and proposals for their elimination have been made.

Decree concerning the approval of the Tsentrosoyuz balance as of January 1, 1984 and the distribution of profit for 1983 as well as concerning allocation of funds for the maintenance of the Tsentrosoyuz audit commission for 1984 were adopted by the Tsentrosoyuz Council.

An organizational question was examined. In connection with their retirement on pension, N.I. Supotniktskiy, first deputy chairman of the board and A.S. Balashkov, chief of the finance and economics administration, were released from their duties as members of the Tsentrosoyuz Board of Directors. Cordial thanks for the many years of fruitful work in the consumer cooperatives were expressed in the name of the Tsentrosoyuz Board of Directors and Council.

The Tsentrosoyuz Board of Directors elected A.G. Yashin first deputy chairman of the Tsentrosoyuz Board of Directors and released him from his duties as deputy chairman of the Tsentrosoyuz Board of Directors.

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